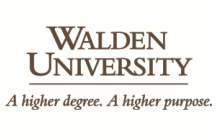

2019

Work-Family Conflict, Job Burnout, and Couple Burnout in High-Stress Occupations

Elizabeth Dacey
Walden University

Walden University

College of Social and Behavioral Sciences

This is to certify that the doctoral dissertation by

Elizabeth Dacey

has been found to be complete and satisfactory in all respects,
and that any and all revisions required by
the review committee have been made.

Review Committee
Dr. Anthony Perry, Committee Chairperson, Psychology Faculty
Dr. David Rentler, Committee Member, Psychology Faculty
Dr. Brian Zamboni, University Reviewer, Psychology Faculty

Chief Academic Officer
Eric Riedel, Ph.D.

Walden University
2019

Abstract

Work-Family Conflict, Job Burnout, and Couple Burnout in High-Stress Occupations

by

Liz Dacey

MA, University of California Irvine, 2005

BS, University of Delaware, 2003

Dissertation Submitted in Partial Fulfillment

of the Requirements for the Degree of

Doctor of Philosophy

Forensic Psychology

Walden University

January 2019

Abstract

One of the most common sources of stress is one's job and the struggle to balance the demands of one's job with those of one's family and/or romantic relationship. Prolonged exposure to stress can lead to burnout, and it can affect various aspects of one's life and one's emotional and cognitive well-being. Firefighters, police officers, and corrections officers are susceptible to burnout. If their well-being is compromised, it can impact their job performance, which can negatively impact society. The purpose of this study was to determine if a relationship exists between work-family conflict (time-based, strain-based, behavior-based), job burnout (exhaustion, depersonalization, accomplishment), and couple burnout in high-stress occupations, using the work-family conflict model. Using standard multiple regressions, strain-based work-family conflict and behavior-based work-family conflict were significant predictors of emotional exhaustion, depersonalization, and couple burnout. Work-family conflict scores predicted levels of personal accomplishment. In addition, emotional exhaustion was a significant predictor of couple burnout. This study provided insight into the aspects of work-family conflict and job burnout and how they predict couple burnout. Future research may include females, spouses, and other variables that may also predict burnout. Increasing education on which aspects of work-family conflict and job burnout predict couple burnout can help to increase awareness and well-being for individuals working in high-stress occupations. It can also lead to social change by encouraging changes in hiring, training, and support services, which can increase occupational retainment and allow employees to deliver the highest level of service to the populations in which they serve.

Work-Family Conflict, Job Burnout, and Couple Burnout in High-Stress Occupations

by

Liz Dacey

MA, University of California Irvine, 2005

BS, University of Delaware, 2003

Dissertation Submitted in Partial Fulfillment

of the Requirements for the Degree of

Doctor of Philosophy

Forensic Psychology

Walden University

January 2019

Table of Contents

List of Tables

List of Figures

Chapter 1: Introduction to the Study

The focus of this research study was to examine the relationship between job burnout and couple burnout using the work-family conflict model. In this study, I explored how the three dimensions of job burnout (emotional exhaustion, depersonalization, and personal accomplishment) predict couple burnout in known stressful occupations using the three types of work-family conflict as the theoretical construct. One of the most common sources of stress is one's job and the struggle to balance the demands of one's job with the demands of one's family and/or romantic relationship (Carlson, Kacmar, & Williams (2000). Stress in one of these areas may spillover into the other, such as how the feeling of burnout at work can lead to the feeling of burnout in one's relationship, the basis of this study. Prior research in this area has not examined any direct relationships between the factors of each type of burnout or the nature of their relationship. Furthermore, I did not find any studies that have focused on all three dimensions of job burnout and work-family conflict and how they relate to couple burnout. This study provided insights into the relationship between job burnout and couple burnout using the work-family conflict model.

This study addressed a gap in the literature by examining which factors of job burnout and work-family conflict predict couple burnout. To address this gap, this study focused on correctional staff, law enforcement, and fire fighters, as they have been identified as highly stressful fields (see Hall, Dollard, Tuckey, Winefield, & Thompson 2010; Hartley, Davila, Marquart, & Mullings, 2013; Pole, Neylan, Otte, Henn-Hasse, Metzler, & Marmar, 2009). This study is important because firefighters, police officers,

and corrections officers have very important jobs. They help, protect, and serve the public. Society expects them to be mentally and emotionally capable of doing their job above and beyond the call of duty. If these individuals are under constant stress that continues to seep into other parts of their life without being coped with, that affects their ability not only to serve their family but to serve society. It is important to identify which factors of work-family conflict and job burnout can lead to couple burnout to mitigate those factors and maintain the emotional and cognitive well-being of these three very important occupations in society.

In Chapter 1, I reviewed the background of the study and explain the problem statement. The research questions are listed, along with the theoretical framework and nature of the study, which will be discussed in more detail in Chapters 2 and 3. This chapter concludes with a discussion of the limitations and significance of the study.

Background

Research has shown that work-related stress may spillover into one's personal or family life by negatively affecting one's physical and emotional interactions with one's family or significant other (Hall et al., 2010). Bolger, DeLongis, Kessler, and Washington (1989) conducted a study that looked at how work stress and overload related to behavior at home. The researchers defined *overload* as the depletion of time and energy in which individuals do not have the resources to meet the demands of their busy lives (Bolger et al., 1989). They found that arguments occurred more at home than at work, meaning that the couples were bringing their stress home with them (Bolger et al., 1989). Researchers also found that home stress overloads lead to work stress overloads, spousal arguments

lead to work arguments, and arguments with children lead to overloads at home and at work (Bolger et al., 1989). Thus, stress spills over from work to home and from home to work. Though the results were influential, the researchers did not examine the type of work these individuals did or whether they experienced job burnout.

Similarly, Wagner, Barnes, and Scott (2014) examined how emotional labor spills into other areas of one's life. They measured emotional labor through surface acting and anxiety, and they looked at whether each was related to emotional exhaustion, work-family conflict, and insomnia (Wagner et al., 2014). They found that surface acting is correlated to an increased level of emotional exhaustion, work-family conflict, and insomnia (Wagner et al., 2014). While this study shows a link between work-related stress and one's well-being, they only looked at bus drivers and only one dimension of work-related stress; surface acting (Wagner et al., 2014)

Neff and Karney (2004) also researched how external stress can affect other areas of one's life, such as one's marital relationship. They looked at both acute and chronic stressors in relation to one's relationship perceptions. They found that stress spillover may have consequences for marital development in the long run; wives who were more reactive to external stress also experienced a decline in marital satisfaction over time (Neff & Karney, 2004). Neff and Karney's study clearly shows a relationship between stress and marital relationships, but it focuses on general external stressors, not work-related stressors.

Cowlishaw, Evans, and McLennan (2010) specifically focused on the impact of work-related stressors on marital relationships. They used the work-family conflict model

to predict outcomes for the partners of volunteer emergency service workers:fire fighters, ambulance officers, and emergency rescue volunteers (Cowlishaw et al., 2010). They found that interrole conflict, balancing work and family life, lead to an increase in withdrawn behavior and a decrease in intimacy in married couples (Cowlishaw et al., 2010). The study done by Cowlishaw et al. (2010) added to the current research that work-family conflict has implications for personal relationships, but it focused on volunteer workers as opposed to paid employees and did not look at the relationship between work-related stress and couple burnout.

Several studies have focused on job burnout and its implications on other areas of one's life. Lambert Hogan, and Altheimer (2010) looked at the relationship between work-family conflict and job burnout in correctional officers. They found that family on work conflict had a positive relationship with job burnout, and overall, problems at home followed officers to the workplace and workplace problems followed officers' home (Lambert et al., 2010). Lambert et al.'s study looked at work-family conflict in relation to job burnout, while my study aims to look at work-family conflict in relation to job burnout and how both predict couple burnout.

Most like my study is the work done by Pines, Neal, Hammer, and Icekson (2011). They conducted a study that looked at job burnout and couple burnout in sandwiched-generation couples (couples caring for both children and their own parents; Pines et al., 2011). They researched the relationship between job burnout and couple burnout, focusing primarily on the emotional exhaustion aspect of job burnout (Pines et al., 2011). The study done by Pines et al. (2011) established a relationship between job

burnout and couple burnout. However, Pines et al (2011) did not establish any direct relationships for each type of burnout, and they only focused on the emotional exhaustion aspect of burnout, not all three dimensions.

The present study adds to the current literature in that it used the work-family conflict model to improve the understanding of which aspects of job burnout (emotional exhaustion, depersonalization, personal accomplishment) predict couple burnout in known-to-be stressful occupations: correctional staff, police officers, and fire fighters.

Problem Statement

Stress is of the most commonly researched areas in the field of psychology. Stress can come from many sources and permeate many areas of one's life. One of the most common sources of stress is one's job and the struggle to balance the demands of one's job with the demands of one's family and/or romantic relationship (Carlson et al., 2000). Under the work-family conflict model (Carlson et al., 2000), demands from both work and home are incompatible; participation in one of those roles is made more difficult by participating in the other, and stress or strain from work may lead to strain experienced at home (Frone, 2003; Vieira, ÁVila, & Matos, 2012). For individuals work in highly stressful occupations in which prolonged stressors can affect their emotional and cognitive well-being, and thus their ability to adequately perform their job responsibilities, the ability to balance one's work and home life is a growing issue in this country (Zekeck, 1992).

Research has shown that stress crossover from work to home and the struggle to maintain a healthy balance may impact family life and interpersonal relationships (Bolger

et al,, 1989). Working mothers and fathers struggle to meet the demands of their work and family roles daily (Goldberg, Greenberger, Hamill, & O'Neil, 1992). The struggle to balance work and home life may affect marital and romantic relationships by affecting one's physical and emotional well-being (Frone, 2000; Hall et al., 2010). In terms of one's romantic relationship, work-family conflict and crossover may lead to withdrawn behavior and lower intimacy (Cowlishaw et al., 2010) and individuals with high work-related stress may have less motivation to engage with one's partner (Wagner et al., 2014). Furthermore, stress spillover may have consequences for martial development over time (Neff & Karney, 2004). Thus, the research shows that there is a clear relationship between work-related stress and interpersonal stress and maintaining a balance between the two.

Work-related stress has many implications on other areas of one's life. Prolonged or repeated exposure to work-related stress may lead to job burnout (Cherniss, 1980). According to Maslach (1982), job burnout refers to the emotional, psychological, and social withdrawal from one's job, and it tends to occur after a prolonged exposure to stressors and/or the loss of valuable resources. Like work-related stress in general, job burnout, which is defined through emotional exhaustion, depersonalization, and diminished personal accomplishment, has been shown to lead to withdrawal both at work and at home (Burke & Deszca, 1986; Garner, Knight, & Simpson, 2007). In addition, work-family conflict has been found to be positively associated with job burnout (Lambert et al., 2010).

As noted, stress may spillover from work to home, and burnout may work the same way. For example, if one is burnt out at work, it is likely for that feeling of burnout to spill over into other areas of one's life, such as one's romantic relationship (Bakker, 2009). Couple burnout is seen as a breaking point in the relationship (Pines & Nunes, 2003). Couple burnout refers to physical, emotional, and mental exhaustion as it applies to one's relationship (Pines & Nunes, 2003). In unmarried individuals, couple burnout may lead to a cyclical ending of relationships, and in married individuals, couple burnout may lead to divorce (Pines, 1996). As supported by the work-family-conflict theory, such stressful and disruptive changes in one's personal life may be associated with burnout, thus supporting the interactive nature of couple and job burnout (Mather, Blom, & Svedberg, 2014).

Pines et al. (2011) conducted a study in which they found that job burnout and couple burnout were correlated in sandwiched-generation couples. However, they did not establish any direct relationships between the factors of each type of burnout or examine the nature of the relationship, and they only focused on the emotional exhaustion aspect of burnout, not all three dimensions (Pines et al., 2011). I was unable to find any studies that have looked at all dimensions of job burnout and work-family conflict in relation to couple burnout. This study adds to the current literature in that it will examine which aspects of job burnout also predict couple burnout, using the work-family conflict model.

Purpose of the Study

In a society in which police officers, firefighters and corrections officers are held to high expectations, it is important to identify areas of stress that may hinder their ability

to perform their daily job tasks successfully. Prolonged exposure to stress can affect various aspects of one life and affect one's emotional and cognitive well-being (Maslach et al, 2001). It is important to identify which aspects of work-family conflict predict job burnout and couple burnout, and which aspects of job burnout predict couple burnout in order to provide support to those in key societal roles. This study addressed a gap in the literature by examining which factors of job burnout and work-family conflict predict couple burnout. To address this gap, I focused on the highly stressful fields of corrections, law enforcement, and firefighting (see Hall et al., 2010; Hartley et al., 2013; Pole et al., 2009). This quantitative study provided insights into the relationship between job burnout and couple burnout using the work-family conflict model. The purpose of this study was to examine the relationship between job burnout (exhaustion, depersonalization, accomplishment) and couple burnout using the work-family conflict model for couples in which one individual works in a highly stressful field (corrections, law enforcement, or firefighting). The dependent variable was couple burnout and the independent variables were work family conflict and job burnout.

Research Questions and Hypotheses

The purpose of this study was to examine the relationship among work-family conflict (time-based, strain-based, behavior-based), job burnout (exhaustion, depersonalization, accomplishment), and couple burnout in correctional staff, police officers, and fire fighters.

This study addressed the following research questions:

RQ1: To what extent is work-family conflict (strain-based, time-based, behavior-based), as measured by the Work Family Conflict Scale (WFCS), related to job burnout (emotional availability, depersonalization, personal accomplishment), as measured by the Maslach Burnout Inventory (MBI)I?

$H_0$1: Work-family conflict (strain-based, time-based, behavior-based) is not significantly related to job burnout (emotional availability, depersonalization, personal accomplishment).

H_a1: Work-family conflict (strain-based, time-based, behavior-based) is significantly related to job burnout (emotional availability, depersonalization, personal accomplishment).

RQ2: To what extent is work-family conflict (strain-based, time-based, behavior-based), as measured by the WFCS, related to couple burnout, as measured by the Couple Burnout Measure (CBM)?

$H_0$2: Work-family conflict (strain-based, time-based, behavior-based) is not significantly related to couple burnout.

H_a2: Work-family conflict (strain-based, time-based, behavior-based) is significantly related to couple burnout.

RQ3: To what extent is job burnout (emotional availability, depersonalization, personal accomplishment), as measured by the MBI, related to couple burnout, as measured by the CBM?

$H_0$3: Job burnout (emotional availability, depersonalization, personal accomplishment) is not significantly related to couple burnout.

H_a3: Job burnout (emotional availability, depersonalization, personal accomplishment) is significantly related to couple burnout.

Theoretical/Conceptual Framework

An individual's two major domains are work and home. Sometimes one domain spills over into the other, and sometimes the pressure from one domain is incompatible with the other (Lambert et al., 2010). The work-family conflict model, which will be discussed further in Chapter 2, refers to interrole conflict in which the demands from work and family are at odds with one another (Carlson et al., 2000; Vieira et al., 2012). There are two types: work to family conflict and family to work conflict (Greenhaus & Beutell, 1985). Work-family conflict occurs when an individual performs multiple roles, for example, worker, spouse, parent, etc. (Carlson et al., 2000; Greenhaus & Beutell, 1985;). Stress or strain from work may lead to strain experienced at home, and stress or strain at home may lead to strain at work (Bedeian, Burke, & Moffett, 1988; Frone, 2003; Kinnunen & Mauno, 1998; Suchet & Barling, 1986; Vieira et al., 2012). This stress or strain that spills over from work to home, or vice versa, can have negative impacts on one's marital and home life, as it may lead to intimacy issues, decreased or strained time with one's family, job burnout, or couple burnout (Aryee, Luk, Leung, & Lo, 1999, Guelzow, Bird, & Koball, 1991, Ilies, Huth, Ryan, & Dimotakis, 2015; Kopelman, Greenhaus, & Connolly, 1983; Lavee & Ben-ari, 2007). The Center for American Progress and the UC Hastings College of the Law found that 90% of mothers and 95% of fathers in the United States reported work-family conflict (Williams & Boushey, 2010). It

is theorized that work-family conflict may impact interpersonal relationships through couple burnout.

According to the model, there are three types of work-family conflict: time-based, strain-based, and behavior-based (Greenhaus & Buetell, 1985). Time-based conflict refers to the fact that time devoted in one role makes it difficult to participate in another (Greenhaus & Buetell, 1985). Long hours and frequent overtime may disrupt home and family life and contribute to time-based conflict; time conflicts may lead to a decreased quality of life and can lead to frustration toward one's job (Lambert, Hogan, & Barton 2002; Lambert et al., 2010; Shreffler, Meadows, & Davis, 2011). Strain-based conflict is the strain experienced in one role interferes with participation in another (Greenhaus & Buetell, 1985). The nature of one's job (for example, frequent exposure to traumatic events or perceived dangerousness of one's job) may contribute to strain-based conflict because one's significant other may not be able to relate (Lambert et al., 2006; Lambert et al., 2010), it may lead to numbing, which may cause one to withdraw from one's job, and it may lead to withdrawn behavior and predict intimacy and partner distress (Cowlishaw et al., 2010; Lambert et al., 2006; Lambert et al., 2010). Behavior-based conflict is the specific behaviors of one role are incompatible with the behavior expectations in another (Greenhaus & Beutell, 1985; Netermeyer, Boles, & McMurrian, 1996). It may prove difficult to change personalities from one role to another. This may cause frustration, resentment, emotional drainage, and difficulty interacting with others (Lambert et al., 2010). While stress spillover can manifest in different ways, the research shows that stress from work lead to stress at home and vice versa.

Nature of the Study

The nature of this study was quantitative. The relationship between the independent variables, work-family conflict and job burnout, and the dependent variable, couple burnout, was assessed using a nonexperimental correlational design. This design examined the relationships between variables and is often used with survey research in which data is collected from a population at one specific time (Frankfort-Nachmias & Nachmias, 2008). I used a correlational design using standard multiple regressions. Data was obtained from firefighters, police officers, and corrections officers in the greater New York area. A quantitative analysis was the most efficient way to gather data from this large population. The data was analyzed using SPSS.

Definitions

Behavior-based conflict: This refers to the specific behaviors of one role are incompatible with the behavior expectations in another (Greenhaus & Beutell, 1985).

Burnout: This is defined as a prolonged or repeated exposure to a specific stressor that often leads to exhaustion, emotionally and physically (Schaufeli, Maslach, & Marek, 1993).

Couple burnout: This refers to a state of physical, emotional, and mental exhaustion as it applies to one's relationship (Pines & Nunes, 2003).

Depersonalization: This is one of the three predictors of burnout; the act of distancing oneself from one's job, usually cognitively, and is often a result of exhaustion (Maslach, Schaufeli, & Leiter, 2001).

Emotional exhaustion: This is one of the three predictors of burnout; the practice of distancing oneself emotionally and cognitively from one's job (Maslach et al., 2001).

Family-work conflict: This is the idea that individuals who are stressed at home often bring that stress to work with them (Frone, 2003).

Job burnout: This is defined as a prolonged or repeated exposure to work-related stress (Cherniss, 1980).

Personal accomplishment (inefficacy): This is one of the three predictors of burnout: a feeling that one is unable to accomplish one's daily work tasks, usually due to exhaustion or cynicism (Maslach et al., 2001).

Strain-based conflict: This refers to the strain experienced in one role interferes with participation in another (Greenhaus & Beutell, 1985).

Time-based conflict: This refers to the time devoted in one role that makes it difficult to participate in another (Greenhaus & Beutell, 1985).

Work-family conflict: This is the idea that individuals who are stressed at work often bring that stress home with them (Frone, 2003).

Assumptions

There were several assumptions pertinent to this study. I assumed that the subjects completing the survey answered honestly. A statement reminding the subjects about the importance of this survey and scientific integrity is assumed to have a positive effect on the honesty of the participants. I assumed that the subjects completing the survey carefully read and understood the items as they are written and that their answers reflected what the item intends to measure. I assumed that WFCS measured what it

intended to measure. This scale is a collaboration of several existing measures of work-family conflict that Carlson pieced together to create a scale that covered all three measures of work-family conflict: time-based, behavior-based, and strain-based (Carlson et al., 2000). A Cronbach's alpha was conducted to verify the reliability of the survey.

Scope and Delimitations

The scope of this study was on job burnout and couple burnout, using the work-family conflict model. However, in order to discuss job burnout, I discussed work-related stress and how it affects job burnout. Like couple burnout, which is not a frequently used term in psychological-related research, one must also cover romantic relationships and how they are impacted by stress. Furthermore, how those relationships are affected if a couple has any children, both partners work full-time jobs, and how one's work stress may affect the relationship. I chose to focus on job fields that are notoriously stressful: law enforcement, firefighting, and corrections.

It was difficult to choose where to draw the lines in this study, as there are many variables related to stress and interpersonal relationships. It is difficult to talk about work-related stress without also talking about stress in general, so the literature review covers both. I also found it important to choose a direction of work-family conflict: work to family conflict or family to work conflict. I found it would be too exhaustive and too wide in scope to include both occurrences. Finally, there is very little research involving the term *couple burnout*. Therefore, the literature review also includes research pertaining to marital stress and the interaction of stress and romantic relationships (see Conger,

Lorenz, Elder Jr., Simons, & Ge, 1993; Jayaratne, Chess, & Kunkel., 1986; Lazarus, 1999; Schaefer, Coyne, & Lazarus, 1981; Vinokur, Price, & Caplan, 1996).

The delimitations in this study stemmed from the selection of participants in the New York Metropolitan area. Participants came from several different firehouses and police precincts, as well as a jail. I had originally planned to use the following inclusion criteria: participants must work full-time, their partners must work full time, and participants must be on the job for 5 years. As discussed in Chapter 4, those inclusion criteria were abandoned in the interest of data collection.

Limitations

There were many treats to validity to consider in this study. One of the most important was the sampling of participants. Because I used a convenience sample, my participants were not obtained by random sampling. This is a threat to validity because nonrandom samples have lower validity than random samples (Frankfort-Nachmias & Nachmias, 2008). I did, however, attempt to collect data from a wide range of firehouses and police precincts, so that my data was generalizable. Generalizability adds external validity to a study, which will help balance the threat to validity that the non-random sample will impose (Frankfort-Nachmias & Nachmias, 2008). An additional sampling threat was that I only had access to one correctional facility. My correction officer population only came from a jail, as opposed to a prison. As a result, my data from that population is not generalizable to all correction officers, but only those who work in jails.

There were also threats to internal validity. Based on the questionnaires, participants may have realized what I was attempting to study, and thus, testing might

lead to inaccurate results. If participants realized that I was looking to study the quality and quantity of time they spend with their family, they may have fabricated their answers or told me what they thought I want to hear. Police officers are thought to be suspicious, cynical, and distrusting, which may cause them not to want to take a survey (Balch, 1972). Firefighters have been found to not be open, which may cause them not to want to complete a questionnaire that they might find personal (Wagner, Martin, & McFee, 2009). Correction officers have been found to have a tough image, which may cause them to deny their own stress and/or problems and therefore not accurately complete my questionnaires or answer them in a way that makes them look good and is not truthful (Cheek & Miller, 1983). Thus, my choice of population may have imposed a limitation to my study.

Another threat to validity was the ability to draw clear, accurate conclusions. It is sometimes difficult to draw causal relationships in quasi-experimental designs, such as correlational designs (Frankfort-Nachmias & Nachmias, 2008). While I may have found that there are predictors of couple burnout, that does not mean that they are causal variables. This is a known limitation to using correlational designs; however, this design was most appropriate to my research.

A final threat to validity was that my participants may have felt stress from other aspects of their life, just as much as they did from work, or even more so. My study focused on two variables that may be related to couple burnout: work-family conflict and job burnout. There are several variables that may lead to couple burnout, but I only

studied two of them. Thus, it is possible that I found a correlation between my variables but that a third or fourth variable accounted for the variance.

Significance

This study addressed a gap in the literature by examining which factors of job burnout predict couple burnout in firefighters, police officers, and corrections officers. This study was unique in that it attempted to research an area of career-related stress that had not been studied in the manner of the present study. That is, to understand how all three dimensions of job burnout (emotional exhaustion, depersonalization, personal accomplishment) predict couple burnout in individuals with high-stress occupations.

This study is important because in a society in which divorce is on the rise, and job burnout and work-family conflict may contribute to the rate of divorce, this study may help shed light on which factors of job burnout led to issues in interpersonal relationships, as shown through couple burnout. In understanding which factors of work-family conflict and job burnout most predict couple burnout there are implications for further research on how to mitigate those factors and potentially decrease the rate of divorce of individuals in high-stress occupations. Firefighters (Baumann, Gohn, & Bonner, 2011), law enforcement officers (Callanan & Rosenberger, 2011), and correction officers (Finney, Steriogpoulos, Hensel, Bonato, & Dewa, 2013) also have high expectations from society. If their emotional and cognitive well-being is compromised, it can affect their job performance, which can negatively impact society and affect lives. Thus, addressing the cyclical nature of job burnout and couple burnout may lead to increased well-being in society.

This research study has the potential to create positive social change. These research findings indicate that working in certain known to be stressful fields has unforeseen costs. It has been determined that job burnout leads to couple burnout, meaning that the increases of emotional exhaustion and depersonalization and decreases in personal accomplishment may lead to an increase in ended relationships/divorce, which has implications for the couple involved and any children that they may have (Pines & Nunes 2003). Thus, addressing the cyclical nature of job burnout and couple burnout may lead to increased well-being in society: physically, emotionally, and psychologically.

Summary

In Chapter 1, I reviewed the purpose of the study, which was to examine the how job burnout and work-family conflict predict couple burnout. I also discussed the background, problem statement, and the purpose of the study. While research has been done separately on the three aspects of job burnout, work-family conflict, and couple burnout, no found research studies have concurrently examined all dimensions of job burnout and work-family conflict in relation to couple burnout. Chapter 1 also included descriptions of the three research questions, the theoretical framework, and the nature of the study. The significance and limitations were discussed as well.

Chapter 2 of this study will include a thorough review of the current literature pertaining to work-family conflict, job burnout, and couple burnout, as well as how these variables are associated with general job-related stress. In addition, because couple burnout is an under researched area, studies on job burnout and work-related stress, and

their relationship with overall marital stress and the effects of the stress that spillover from one domain into another, such as work to family conflict and family to work conflict, will be included as well.

Chapter 2: Literature Review

Introduction

Chapter 2 presents an overview of the literature related to work-family conflict, job burnout, and couple burnout, which is the purpose of this quantitative study. The literature review also includes how these variables are related to general job-related stress, as it is a common factor in all three variables. The literature review that follows was guided by a search to assess the relationship between job-related stress and job burnout and how those variables impact romantic relationships, while focusing on the work-family conflict model. In addition, since couple burnout is an under researched area, studies on job burnout and work-related stress and their relationship with overall marital stress and the effects of the stress that spillover from one domain into another, such as work to family conflict and family to work conflict, have been included as well.

This chapter begins with a discussion of the work-family conflict theoretical model (see Carlson et al., 2000; Greenhaus & Beutell, 1985; Vieira et al., 2012). It follows with a discussion of general stress and work-related stress issues, what factors most lead to general and work-related stress, and the implications of stressors on one's life and well-being. The chapter goes on to discuss the work-family conflict model and how it relates to the study, highlighting research that focuses on how it manifests itself in the individual and its implications on one's life and well-being. The discussion concludes with factors related to job burnout, specifics related to fire fighters, police officers, and correction officers, and the impact of burnout on the individual and organizational level. The chapter concludes with couple burnout and research related to that area.

Literature Search Strategy

A search strategy was implemented using Walden University Library's multiple databases (PsycInfo , psycARTICLES, SAGE Full-Text, EBSCOHOST). Most of the research was conducted using Google Scholar since the other databases seemed far more limited in which publications were included in the searches. I attempted to gather as much research as I could from the previous 5 years, however, that only lead to a handful of studies. I opened my search to include studies from the previous 20 years and had much more success. The following search terms were applied: *work stress, occupational stress, burnout, job burnout, couple burnout, work-family conflict, marriage, marital burnout, relationship burnout, intimacy, well-being, corrections officer, fire fighter, police officer, law enforcement, depression, general stress, shift work,* and *spillover.*

Theoretical Foundation

An individual's two major domains are work and home. Sometimes one domain spills over into the other, and sometimes the pressure from one domain is incompatible with the other (Lambert et al., 2010). The work-family conflict model refers to interrole conflict in which the demands from work and family are at odds with one another (see Carlson et al., 2000; Vieira et al., 2012). There are two types: work to family conflict and family to work conflict (Greenhaus & Beutell, 1985). Work-family conflict occurs when an individual performs multiple roles, for example, worker, spouse, parent, etc. (see Carlson et al., 2000; Greenhaus & Beutell, 1985;). Stress or strain from work may lead to strain experienced at home, and stress or strain at home may lead to strain at work (see Bedeian et al., 1988; Frone, 2003; Kinnunen & Mauno, 1998; Suchet & Barling, 1986;

Vieira et al., 2012). This stress or strain that spills over from work to home, or vice versa, can have negative impacts on one's marital and home life, as it may lead to intimacy issues, decreased or strained time with one's family, job burnout, or couple burnout (see Aryee et al., 1999, Guelzow et al., 1991, Ilies et al., 2015; Kopelman et al., 1983; Lavee & Ben-ari, 2007). The Center for American Progress and the UC Hastings College of the Law found that 90% of mothers and 95% of fathers in the United States reported work-family conflict (Williams & Boushey, 2010). It is theorized that work-family conflict may impact interpersonal relationships through couple burnout.

According to the model, there are three types of work-family conflict: time-based, strain-based, and behavior-based (Greenhaus & Buetell, 1985). Time-based conflict refers to the fact that time devoted in one role makes it difficult to participate in another (Greenhaus & Buetell, 1985). Long hours and frequent overtime may disrupt home and family life and contribute to time-based conflict; time conflicts may lead to a decreased quality of life and can lead to frustration toward one's job (see Lambert et al., 2002; Lambert et al., 2010; Shreffler et al., 2011). Strain-based conflict is the strain experienced in one role interferes with participation in another (Greenhaus & Buetell, 1985). The nature of one's job (for example, frequent exposure to traumatic events or perceived dangerousness of one's job) may contribute to strain-based conflict because one's significant other may not be able to relate (Lambert Hogan, Camp, & Ventura, 2006; Lambert et al., 2010). It may also lead to numbing, which may cause one to withdraw from one's job, and it may lead to withdrawn behavior and predict intimacy and partner distress (see Cowlishaw et al., 2010; Lambert et al., 2006; Lambert et al., 2010).

Behavior-based conflict is the specific behaviors of one role are incompatible with the behavior expectations in another (see Greenhaus & Beutell, 1985; Netermeyer et al., 1996). It may prove difficult to change personalities from one role to another and this may cause frustration, resentment, emotional drainage, and difficulty interacting with others (Lambert et al., 2010). While stress spillover can manifest in different ways, the research shows that stress from work lead to stress at home and vice versa.

In today's society, the concept of work-family conflict is very important. In 2015, 48% of married couples in the United States were dual-earner couples, with both a working mother and a working father (Bureau of Labor Statistics, 2015). Thus, in order to examine one's experiences in work and at home, one must also examine how the two experiences interact with one another.

Work-Family Conflict

One's stress at work may lead to one's stress at home. The balancing act of maintaining one's well-being both at work and at home can be challenging (Goldberg et al., 1992). As a result, many individuals who are stressed at the workplace often bring that stress home with them in some capacity (Frone, 2003). There are many factors that contribute to work-family conflict, as well as many negative outcomes associated with it.

Several studies have researched work-family conflict and its many sources. An individual's commitment to his/her occupation has also been found to be a source of work-family conflict (see Beutell & Greenhaus, 1982; Burke et al., 1980; Frone & Rice, 1987; Greenhaus & Beutell, 1985). The number of hours one works a week is also related to work-family conflict, as less time at home means less time to help with household

responsibilities (see Greenhaus & Beutell, 1985; Lorech, Russell, & Rush, 1989; Pleck, Staines, & Lang, 1980; Voydanoff, 1988). A lack of sleep has also been associated with work-family conflict in firefighters, as it increases stress and lowers one's satisfaction with parenting and children's behavior (Shreffler et al., 2011). Shift work has also been found to cause work-family conflict and have a negative influence on the marital relationship (Costa, 1996, Grosswald, 2002). In addition, a common area of chronic stress in a household involves finances and being able to pay bills (Young & Schieman, 2012). The threat to a family's security and stability through work-related can put strain on the family unit. The lack of spousal support has also been linked to work-family conflict (see Burke, Weir, & Duwars, 1980; Holahan & Gilbert, 1979; Houseknecht & Macke, 1981; Lorech et al., 1989; Suchet & Barling, 1986). Thus, the balancing act of work life and family life can be influenced by many factors, and working in a high stress occupation may make it even harder to achieve that balance.

In addition, the spillover from one domain of one's life to another may stem from life role salience. Role salience refers to an individual's desire to be successful in one life role, which leads them to devote more time and energy to that role (such as work) while neglecting others (such as one's family), increasing one's susceptibility to stress (Aryee, 1992). This susceptibility to stress is increased when more than one role has high salience. In relation to role salience, Noor (2004) found that women experienced family-work conflict due a women's need to maintain to job-related self-image that is directly related to one's well-being and that rewards from work are directly related to the well-being of one's family.

Child-rearing also impacts work-family conflict. The demands of being a parent, the number of children one has, and the ages of the children one has are all related to work-family conflict as these all add to one's familial demands and increase one's level of stress (see Bedeian, Burke, & Moffett, 1988; Lorech et al., 1989; Voydanoff, 1988). Parenting makes it even harder to balance one's work and family demands, especially when parenting preschoolers (Aryee, 1992). Barnett and Baruch (1985) found that mothers experience higher levels of stress and work-family conflict compared to women who did not have children. Thus, couples with children may have a more difficult time achieving a work home balance than couples without children.

The nature of one's occupation may also impact work-family conflict. Lowry (2008) found that firefighters reported stress in attempting to maintain a balance between work and home life. Some firefighters experienced feelings of detachment and irritability due to irregular sleep patterns (Lowry, 2008). Griffin (2006) found that work-family conflict is a strong predictor of job stress in firefighters. Similarly, police officers experience work-family conflict through their shift work and emotional control (Amaranto, Steinberg, Castellano, & Mitchell, 2003). They often find it difficult to detach from their job role in which they are expected not to show emotion; this can affect their emotional availability in the home (Amaranto et al., 2003). Work-family conflict is also common in corrections. A correction officer may be asked to work overtime, causing the officer to miss a holiday or important family event; they may also take frustrations they have had at work home with them, affecting their interactions with family members (Lambert et al., 2010). Thus, individuals who work in highly stressful occupations may

be more susceptible to work family conflict than other occupations just because of the nature of their job.

There are many outcomes related to work-family conflict. Work-family conflict, work stressors, and family-role stressors are associated with an increased level of overall life stress (Parasuraman, Greenhaus, & Granrose, 1992). Furthermore, Kinnunen and Mauno (1998) found that work-family conflict had a negative impact on one's occupational well-being. Similarly, research has shown that work-family conflict is associated with lower levels of life satisfaction (see Allen, Herst, Bruck, & Sutton, 2000; Aryee, 1992; Higgins & Dixbury, 1992). Thus, work-family conflict has consequences on many aspects of one's life, including both work-related and nonwork-related consequences (Lu et al., 2009).

Work-family conflict has many implications for the workplace. As work-family conflict increases, job satisfaction decreases, organizational commitment decreases (see Allen et al., 2000; Netermeyer et al., 1996), and absenteeism increases (Kirchmeyer & Cohen, 1999). Work-family conflict also leads to higher levels of turnover and intentions to leave an organization (Allen et al., 2000). Work-family conflict has also been found to negatively impact job performance as it has been found to be associated with negative health-related outcomes such as depression, heavy alcohol use, and hypertension, which lead to higher levels of absenteeism and turnover (Frone, Russell, & Cooper, 1997). Thus, work family conflict is not just an issue for the individual, it impacts workplaces as well.

Work-family conflict can also have psychological and physical effects on an individual. When one's job interferes with other aspects of one's life, psychological strain increases (O'Driscoll et al., 1992). Work-family conflict is also associated with an increase in anxiety and irritability/hostility (Beatty, 1996). Frone et al., (1997) found that work-family conflict is related to overall physical health. It is also associated with higher blood pressure levels (see Thomas & Ganster, 1995), depression (see Beatty, 1996; Frone, Russell, & Cooper, 1992; Netermeyer et al., 1996), hypertension (see Frone et al., 1997) and lower overall energy levels (see Googins, 1991). Work-family conflict is also associated with high levels of alcohol and substance use (Wang et al., 2010). Thus, work family conflict can have physical and psychological implications on an individual.

Work-family conflict generally impacts the family unit. Work-family conflict is negatively related to general family satisfaction (see Aryee et al., 1999; Ilies et al., 2015; Kopelman et al., 1983). It is also related to increased family distress (Frone et al., 1992). Working mothers and fathers struggle to meet the demands of their work and family roles on a daily basis. They often experience role strain, or the inability to meet the demands of both home and work life (Goldberg et al., 1992). Furthermore, working in high-demand and high-stress occupations, such as firefighting, law enforcement, and corrections, can have unforeseen losses for one's family (see Regehr, Dimitropoulos, Bright, George, & Henderson 2005). They may have physical losses by not being able to spend time with one's family, emotional absences stemming from exposure to traumatic events, and a loss of a certain and secure future because they are faced with death daily (Regehr et al., 2005). Thus, work family conflict can negatively impact the family unit in many ways.

Work-family conflict has also been found to impact one's romantic relationships (see Conger, Lorenz, Elder Jr., Simons, & Ge, 1993; Jayaratne et al., 1986; Lazarus, 1999; Schaefer, Coyne, & Lazarus, 1981; Vinokur, Price, & Caplan, 1996). Work-family conflict is related to affective marital stress, as working parents find it difficult to spend time with their family, and they often split familial needs between the two parents and generally struggle to meet the needs of their children (Guelzow et al., 1991). Lavee and Ben-ari (2007) found that work-stress impacted one's mood at home and resulted in physical and emotional distance on stressful workdays. Furthermore, closeness in a relationship is mediated by one's emotional states, and when work experiences spillover into one's home life it, often negatively affects one's mood at home (Lavee & Ben-ari, 2007). In strong relationships, one partner's stress from work often crosses over into the other partner's mood (Lavee & Ben-ari, 2007). In addition, because work-family conflict has been shown to affect one's physical and emotional well-being, it may affect the relationship one has with others (Frone, 2000; Hall et al., 2010). Research has also shown that work-family conflict and crossover may lead to withdrawn behavior and lower levels of intimacy (Cowlishaw et al., 2010). In general, individuals with high work-related stress may have less motivation to engage with one's partner (Wagner et al., 2004). Furthermore, external stress may be linked to internal relationship processes, and stressful experiences have been associated with marital quality over time (Neff & Karney, 2004). It is also important to note that work-family conflict can impact individuals of all types of family situations, regardless of gender, ethnicity, marital status, or parental status, as conflict is a result of one's psychological perception. That is,

individuals experience conflict differently, and individuals from all demographics experience it, but it's perceived differently in each individual (Grant-Vallone & Donaldson, 2001).

Work-family conflict has also been found to impact one's parenting role. Individuals who have children and experience work-family conflict often experience increased pressure within a marriage, which contributes to stress and lower satisfaction with life (Brett, Stroh, & Reilly, 1992). In addition, juggling work and family has been associated with overall distress in all parents (Williams & Alliger, 1994). Work-stressed parents tend to be less socially involved and less expressive with their emotions in relation to their home life (Repetti, 1989; Westman & Vinokur, 1998). Researchers found that work stress among firefighters leads to family stress and working over 60 hours a week predicted lower satisfaction with their children's behavior and they perceived a higher childcare load (Shreffler et al., 2011). Furthermore, work stress has been linked to parents' feelings of overload and strain, which in turn predict lower parent-child acceptance and higher conflict, processes that in turn are related to less positive adjustment of children and adolescents (Crouter & Bumpus, 2001). Thus, work family conflict can impact parents and the relationship they have with their children.

Individuals who work in highly stressful fields, such as corrections, law enforcement, and firefighting, are susceptible to all three types of work-family conflict. The long hours and frequent overtime associated with these occupations may disrupt home and family life and contribute to time-based conflict; time conflicts may lead to a decreased quality of life and can lead to frustration toward one's job (see Lambert et al.,

2002; Lambert et al., 2010; Shreffler et al., 2011). The nature of their work (traumatic events) may contribute to strain-based conflict because their significant other may not be able to relate (Lambert et al., 2006; Lambert et al., 2010), it may lead to numbing which may cause one to withdraw from one's job, and it may lead to withdrawn behavior and predict intimacy and partner distress (see Cowlishaw et al., 2010; Lambert et al., 2006; Lambert et al., 2010). Having very different roles at work than at home may lead to behavior-based conflict, as it may prove difficult to change personalities from one role to another. This may cause frustration, resentment, emotional drainage, and difficulty interacting with others (Lambert et al., 2010).

Like work-related stress, work-family conflict is a precursor for job burnout (see Aryee, 1993; Braunstein-Bercovitz, 2013; Netermeyer et al., 1996; Peeters, Montgomery, Bakker, & Schaufeli, 2005; Smith, Hughes, DeJoy, & Dyal 2018, Westman et al., 2004). Specifically, in correction officers, two of the aspects of work-family conflict, strain-based and behavior-based conflict, have been associated with job burnout (Lambert et al., 2010). Correction officers often have a difficult time transitioning from work to family roles, and they often bring home emotional stress that can negatively affect a family unit (Lambert et al., 2010). A more recent study has shown that time-based conflict is associated with burnout as well (Brauchli, Bauer, & Hämmig, 2011). Furthermore, Rupert, Stevanovic, & Hunley (2009) found that work-family conflict is significantly related emotional exhaustion, depersonalization, and personal accomplishment, the three factors that lead to job burnout.

Stress

Stress is a common life experience and can influence an individuals' psychological and physical well-being (Meuwly, Bodenmann, Germann, Bradbury, Ditzen, & Heinrichs, 2012). Stress is the result of an imbalance between the level of threat a demand poses and the ability to cope with that demand (Lazarus, 1999). Stress can come from a number of sources and permeate many areas of one's life. Individuals face a number of stressors on a daily basis. For example, one can find stress in commuting to work (vanHooff, 2014), from being a parent and having children (Parkes, Sweeting, & White, 2015), from living in an unsafe neighborhood (Agnew, Brezina, Wright, & Cullen, 2002), from dealing with prejudice or discrimination (Brody et al., 2006), from financial strain (Haynie, Weiss, & Piquero., 2008), from dealing with an illness or health issues (Cynthia & Renn, 2007), from one's romantic relationship or marriage (Buck & Neff, 2012), or dealing with household finances and making ends meet (Young & Schieman, 2012). Work-related stress can impact a family on a daily basis (Butler et al., 2005).

Work Related Stress

Occupational stress, or job stress, is defined as the emotional, cognitive, behavior, and physiological reaction to aversive aspects of work duties, work environments, and work organizations. Job stress can have negative implications for one's physical and psychological well-being (Mandy & Tinley, 2004). Occupational stress can come from a variety of sources, including job-related and environment-related sources. Job-related sources include excessive workloads, long hours, lack of support from colleagues, role

frustration, and time pressure (see Adriaenssens, Alutto, 1984; 2015; Caplan, 1987; Schmitt, Den Hartog, & Belschak, 2015; Williams & Boushey, 2010). Environment-related stressors include lack of administrative support or guidance from supervisors, shift work, lack of ability for promotion or salary increases, lack of job security, and inadequate training programs (Mosadeghrad, 2013; Skogstad et al., 2014).

Two major sources of job-related occupational stress are excessive workload and job demands. Research has shown that an overload of work, high emotional job demands, and a lack of social support may deplete an employee, leading to emotional exhaustion (Adriaenssens, 2015). Another source of work-related stress stems from a misfit between the employee and the work performed or the work environment (Caplan, 1987). This is referred as a role contradiction and results when a person is in a job that is not fit for her/her skills (Mosedeghrad, 2013). Work-stress may also stem from a lack of leadership or laissez-faire management (Skogstad et al., 2014). This results when an administrator actively avoids his/her subordinates and fails to provide leadership (Skogstad et al., 2014). Parasuraman and Alutto (1984) found that role frustration and time pressure directly affected one's level of stress and increased one's level of anxiety. Recently, Schmitt, Den Hartog, & Belschak, (2015) found that high levels of work responsibility were significantly related to emotional exhaustion.

The nature of one's job may also lead to stress, as some occupations experience more stress than others. Firefighters, police officers, and correction officers have been found to experience a great deal of stress due to the nature of their daily work duties (see Amaranto et al., 2013; Burke, 1994; Chopko, Palmieri, & Adams, 2013; Lourel,

Abdellaoui, Chevaleyre, Paltrier, & Gana, 2008). For example, one's work schedule may denote stress levels. Shift work (working during non-normal work hours) leads to high job stress and strain and physical and emotional health problems, including metabolic disorders, cardiovascular disease, and even morbidity (see Fekedulegn, Burchfiel, Hartley, Andrew, Charles, Tinney-Zara, & Violanti, 2013; Halbesleben, 2009; Jamal & Baba, 1992; Kandolin, 1993). Individuals who perform shift work also have a high incidence of sick leave and absenteeism, which leads to productivity loss for an organization (Fekedulegn et al., 2013). A lack in the ability to have flexible hours and/or choose the location of one's work can lead to increased work-related stress (Williams & Boushey, 2010).

Some occupations experience more stress than others. For example, firefighters, who work over 60 hours a week, experience high levels of stress (Shreffler et al., 2011). In addition, high job demands on firefighters predict job burnout (Lourel et al., 2008). The fire fighter's schedule may also cause one to miss important holidays and events, which can lead to ambiguous loss, which occurs when there is uncertainty about a member's presence or absence in a family unit and one fails to meet the emotional and instrumental demands of the family, and may lead to increased stress for the entire family (Regehr et al., 2005). Dangerous and traumatic working conditions may also lead to increased job stress and impact one's overall well-being (Paton & Violanti, 1996).

Similarly, law enforcement is associated with high levels of stress. The shift work involved in law enforcement can lead to work stress (Fekedulegn et al., 2013). Fekedulegn et al. (2013) found that officers who work the night shift have higher

incidences of sick leave. Shift work not only affects an officer's health, but it puts an economic burden on police departments (Fekedulegn et al., 2013). Police officers also experience work stress due to the nature of their job. Exposure to violent incidents and traumatic events which can be stressful (Amaranto et al., 2013; Chopko, Palmieri, & Adams, 2013). Police officers also experience organizational stress stemming from tension between upper management and officers, unfair policies, a lack of support from fellow officers, unfair punishments, being questioned for their actions, a lack of positive reinforcement, and low morale within a department (Chopko, Palmieri, & Adams, 2013). In addition, a lack of control over one's job, daily workload, and perceived pressure also lead to work stress in police officers (Pagon, Spector, Cooper, & Lobnikar, 2011).

Correction officers (officers who work in prisons or jails) also experience a great deal of work-related stress. Women and tenured officers often experience higher levels of stress, as they often have a perceived lack of support from the agency and they often feel more stress from their everyday job duties than do men (see Auerbach, Quick, & Pegg, 2003; Dowden & Tellier, 2004). In addition, correction officers experience stress from the nature of their job, such as through repeated exposure to violence, confrontational interactions, and putting their life in danger on a daily basis (Burke, 1994). Correction officers also experience work stress due to role stress, such as when one's job duties are ill-defined or in conflict with one another (Hepburn & Knepper, 1993). The conflict of providing both custody and care conflict with one another and often leads to role stress, which may increase work stress in correction officers (Dowden & Tellier, 2004; Lambert et al., 2009). Research has also shown that perceived danger of the job has also been

shown to increase stress as it lowers their feelings of personal safety (see Castle & Martin, 2006; Dowden & Tellier, 2004). Correctional officers with low levels of job satisfaction or plan to leave their job also have higher levels of job stress (Dowden & Tellier, 2004). Specific job conditions of correction officers have also been found to lead to stress. These include number of hours worked, salary, and promotional opportunities (Auerbach et al., 2013).

A common outcome of work-related stress is absenteeism. When work stress gets to be too much to handle, employees often take personal time off from work (Darr & Johns, 2008). When employees continually take time off from work, it can negatively affect an organization as a whole. Another natural consequence of work stress is termination. Research has shown that high levels of work-related stress may contribute to voluntary termination (Parasuraman & Alutto, 1984). Work-related stress may also lead to productivity issues and lower levels of job performance (Barton & Folkard, 1991). Furthermore, a repeated exposure to work stress can impact overall job satisfaction and organizational commitment (Lambert et al., 2004).

The consequences of work-related stress are not only confined to the workplace but may spillover into other areas of one's life. For example, daily workload and affective distress are related to work-family conflict, mainly through the effects of emotional fatigue (Ilies et al., 2015). Workplace stressors, both trauma and non-trauma related, can lead to lowered levels of marital satisfaction and higher rates of dissolution and divorce (see Bahr, 1979; Larson & Almeida, 1999; Lavee, McCubbin, & Olson, 1987; Neff & Karney, 2004; Tesser & Beach, 1998). Work stress may also lead to withdrawal, both at

work and home, which may have a negative impact on one's familial relationships (Cowlishaw et al., 2010). In general, job stress may dampen the quality of one's marriage and cause one's spouse to feel negativity toward the relationship (see Larson & Alameida, 1999; Thompson & Bolger, 1999).

Work-related stress may also affect one's overall well-being. It can lead to increased levels of tension and anxiety (Blau, Light, & Chamlin, 1986). It has also been found to be a risk factor for depressive symptoms (Melchior et al., 2007) and to be related to high incidences of illness (Vulcano, Barnes, & Breen, 1984). This has been found particularly in police officers (Wang et al., 2010)**.** In addition, work-related stress has been found to lead to an increase in alcoholism (see Chen & Conradi, 2008; Chopko, Palmieri, & Adams, 2013). Exposure to stress can lead to emotional, mental, and physical exhaustion in police officers, who tend to suppress emotional stress (Amaranto et al., 2003). This results in avoidance and dissociation, which may lead to post-traumatic stress disorder (PTSD), which may lead to aggressiveness, anger, and a need to exert an increased level of power and control, both at work and at home (Amaranto et al., 2003; Waters & Ussery, 2007). Work stress may also have physiological effects on correction officers, such as higher likelihood of developing hypertension, heart attacks, ulcers, and other stress-related illnesses (Cheek & Miller, 1983). They have also been found to have lower life expectancies when compared to the national average (Woodruff, 1993). Finally, long work shifts and lack of sleep negatively impact firefighter's mental and physical health (see Artazcoz, Cortex, Escriba-Aguir, Cascant, & Villegas, 2009; Paley & Tepas, 1994; Von Thaden, 2018)

Prolonged or repeated exposure to work-related stress may lead to job burnout (Cherniss, 1980). According to Maslach (1982), job burnout refers to the emotional, psychological, and social withdrawal from one's job, and it tends to occur after a prolonged exposure to stressors and/or the loss of valuable resources. Like work-related stress in general has been shown to lead to withdrawal both at work and at home (Burke & Deszca, 1986). Prior research has shown a strong link to work-related stress and physical and psychological well-being. Research has also shown a strong association between symptoms of job stress and symptoms of job burnout (Chen & Conradi, 2008).

Job Burnout

Burnout is the result of an extended exposure to stress, and it can stem from a variety of sources. Prolonged or repeated exposure to work-related stress may lead to job burnout, as prolonged stress can lead to extreme fatigue and the loss of passion for one's job (Maslach et al., 2001). Job burnout is a psychological syndrome that occurs in response to work stressors and often results from the strain that stems from a misfit between an employee and his/her occupation (Maslach, 2003). According to Maslach (1982), job burnout refers to the emotional, psychological, and social withdrawal from one's job, and it tends to occur after a prolonged exposure to stressors and/or the loss of valuable resources. Like work-related stress in general, job burnout which is measured through emotional exhaustion, depersonalization, and diminished personal accomplishment, has been shown to lead to withdrawal both at work and at home (see Burke & Deszca, 1986; Maslach, 1982; Maslach, 2003; Maslach et al. 2000).

Maslach et al. (2001) has defined three areas of burnout: exhaustion, depersonalization, and personal accomplishment. Exhaustion is the most common result of burnout, and it can be both physical and emotional (Maslach et al., 2001). Depersonalization, which is the act of distancing oneself from one's job, usually cognitively, and is often a result of exhaustion; this can lead to a decrease in job performance (Maslach et al., 2001; Maslach, 2003). Inefficacy, which is reduced personal accomplishment, often results from a chronic overwhelming of demands; this often results in conjunction with exhaustion or cynicism (Maslach et al., 2001).

Job burnout has been associated with a number of work-related factors. Job burnout has been found to be a result of extensive workloads, role conflict, role ambiguity, lack of control, a lack of feedback, and autonomy at work (see Alacorn, 2011; Lee & Ashforth, 1996; Maslach et al., 2001; Whiteman & Etzion, 1995). Job demands, resources, and organizational attitudes are also related to burnout, as lack of managerial support or feedback can heighten stress levels and lower one's perception of personal accomplishment (Alacorn, 2011; Maslach, 2003). High job demands and low resources in the presence of conflict often lead to job burnout (Maslach, 2003). Furthermore, the feelings of emotional exhaustion that lead to burnout often occur in a response to distance oneself emotionally and cognitively from one's job (Maslach, 2003). Feelings of overload and social conflict often lead to exhaustion and cynicism in relation to one's job (Maslach, 2003).

Burnout has also been related to personal factors. For example, age-predicts burnout. Younger individuals are more likely to burnout compared to those over 30 or 40

years old (Maslach et al., 2001). The thought is that the lower level of work experience puts one at risk for burnout earlier in one's career (Maslach et al., 2001). In addition, men tend to have higher levels cynicism than women do, and women tend to have higher levels of exhaustion than men (Maslach et al., 2001). Research has also shown that unmarried individuals tend to experience burnout more often than married individuals, and more so than divorced individuals, as they do not have the support system that a spouse often provides (Maslach et al., 2001). Personality may play a factor as well. Individuals with low levels of hardiness, an external locus of control, passive coping strategies, neuroticism, and low self-esteem tend to have higher levels of burnout (Maslach et al., 2001). Finally, it is thought that one's expectations at work denote likelihood of burnout; high expectations lend to working too hard, which leads to exhaustion and cynicism, which may lead to burnout (Maslach et al., 2001). Based on prior research, burnout has been associated with both work-related and personal factors.

Burnout can lead to negative outcomes such as withdrawal, anxiety, depression, sense of failure, drops in self-esteem, substance abuse, fatigue, and loss of motivation (Schaufeli & Enzmann, 1998; Maslach et al., 2001; Whitehead, 1989). It can also have negative outcomes for the organization for which someone works, such as absenteeism, turnover, and low levels of productivity and effectiveness (see Alacorn; 2011; Schaufeli & Enzmann, 1998; Maslach et al., 2001). Employees who are burnt out often cause experience personal conflict with other employees and disrupt job tasks. These issues can also be contagious and spread within a workplace (see Burke & Greenglass, 2001; Maslach et al., 2001).

Job burnout is specific to certain occupations. Human services professionals have been researched in the area of burnout more than other occupations, as the nature of their work can be emotionally and physically demanding (see White, Aalsma, Holloway, Adams, & Salyers, 2015; Kop, Euwema, & Schaufeli, 1999). This is because service or care jobs are often very demanding and emotional exhaustion is a common result of job overload (Maslach et al., 2001). Included in these professions are police officers, fire fighters, and correction officers.

Corrections

The daily tasks of a correction officer put him/her at risk for burnout (see Lambert et al., 2010; Morgan, Van Haveren, & Pearson, 2002). Tenured correction officers may be at a risk for burnout, brought about by prolonged exposure to stressors (Lindquist & Whitehead, 1986). In the work environment, lack of input in decision-making, low job satisfaction, and high job stress have also been found to predict burnout in correction officers (Lambert et al., 2010). Support from management, administrators, and coworkers have all been inversely linked to burnout for this population (see Garner et al., 2007; Lambert et al., 2010; Neveu, 2007). Low job satisfaction, high job stress, role conflict, role ambiguity, role overload, and perceived dangerousness have also been linked to burnout in correction officers (Lindquist & Whitehead, 1986). Burnout in correction officers results in decreased work performance, withdrawal, absenteeism, decrease in satisfaction of life, substance above, and higher turnover (Lambert et al., 2010; Neveu, 2007). Thus, the nature of a correction officer's job can lead to burnout.

Firefighting

Research has shown that job demands and acute job stress among firefighters predict the depersonalization and emotional exhaustion aspects of burnout (see Lourel et al., 2008; Mitani, Fujita, Nakata, & Shirakawa, 2006). Firefighters with higher perceptions of job demands have higher levels of burnout (Ângelo & Chambel, 2015). Firefighters manage situations that require emotional labor (the internalization of felt emotions in order to perform one's job), which has been related to burnout through emotional exhaustion (see Dobson, Choi, Schnall, Israel, & Baker, 2011). Research has also shown that burnout in firefighters is positively associated with posttraumatic stress symptoms, which means that the exposure to traumatic events may be a cause of burnout (see Benedek, Fullerton, & Ursano, 2007; Sattler et al., 2014). Burnout can also lead to a lower quality of life for firefighters (Stamm, 2005). The nature of their 24-hour work shifts, nightshifts, and extended overtime put firefighters at risk for fatigue, and prolonged fatigue may lead to burnout (see Basinska & Wiciak, 2012; Halbeselben & Demerouti, 2005). Furthermore, Smith et al., (2018) found that work stress, job burnout, and work family conflict impacted safety performance in firefighters. When firefighters experienced burnout, they did not communicate safety concerns, neglected to use protective equipment properly, and were less likely to follow standard operating safety procedures, which may lead to injury (Smith et al., 2018). Thus, the nature of a firefighter's job can lead to burnout.

Law Enforcement

Similar to firefighters, police officers work extended hours, nightshifts, and overtime, which may lead to prolonged fatigue, which may lead to burnout (Basinska & Wiciak, 2012). In addition, individuals who are weak, unassertive, reserved, conventional, and those who are unable to express their emotions are more prone to burnout (Maslach, 1982). Burnout has also been linked to life satisfaction in police officers, as those who experience burnout also have a negative outlook on their life and suffer from health concerns (Steams & Moore, 1993). Emotional dissonance, which refers to a discrepancy in the emotions that one feels than that is required at one's workplace, is a strong predictor of burnout in police officers (Bakker & Heuven, 2006). Typically, burnout is associated with a lack of reciprocity between an officer's investments and outcomes in the relationships they have with citizens (Kop et al., 1999). Burnout is related to attitudes toward violence, and police officers have low levels of emotional exhaustion, average levels of depersonalization, and high levels of personal accomplishment (Kop et al., 1999). Burnout has also been found to result in anger and increased aggression in police officers (Queirós, Kaiseler, & da Silva, 2013). Organizational constraints (workload and inadequate supervision and management) are also associated with burnout in police officers (Schaufeli, 1999). Overall, emotional exhaustion and depersonalization are strongly associated with work stressors and work attitudes in police officers (Kop et al., 1999). Thus, the nature of a police officer's job can lead to burnout.

Couple Burnout

Burnout does not only refer to one's job. Burnout can cause a decrease in quality of life both at work and at home (Lambert et al., 2010). Burnout in one area may spill into other areas, such as one's romantic relationship (see Bakker, 2009; Pines et al., 2011; Vinokur & Westman, 1998; Westman, Etzion, & Gortler, 2004). Job burnout is significantly related to couple burnout, in that burnout in one area often leads to burnout in the other (Pines & Nunes, 2003). In unmarried individuals, couple burnout may lead to a cyclical ending of relationships, and in married individuals, couple burnout may lead to divorce (Pines, 1996). Bad relationships often have negative effects in the workplace, as individuals who experience stress from their significant other often bring that stress to work with them, and it can distract them from doing their job effectively (Pines & Nunes 2003). To burnout in one's relationship is to essentially hit your breaking point, or when you have had enough. This breaking point is referred to as couple burnout (Pines & Nunes, 2003).

Similar to career burnout, couple burnout is a state of physical, emotional, and mental exhaustion as it applies to one's relationship (Pines & Nunes, 2003). As supported by the work-family-conflict theory, such stressful and disruptive changes in one's personal life may be associated with burnout (Mather et al., 2014), thus supporting the interactive nature of couple and job burnout. According to Pines and Nunes (2003), couple burnout and career burnout are the result of feelings of helplessness and a lack of passion. Research has also shown that burnout in one spouse can have a crossover effect and cause burnout in the other spouse (Westman & Etzion, 1995).

While few studies have examined "couple burnout," research has been done on general marital stress and stress spillover into relationships. Stress at work exacerbates stress in one's marriage (Jayaratne et al., 1986). Excessive work demands influence dissatisfaction and distress in one's partner (Burke et al., 1980). When one partner feels strain, it often produces empathy in the other partner, which may raise his/her level of stress (Lazarus, 1999). In addition, the increase in stress or strain in one partner may cause negative or confrontational interactions with the other partner (see Schaefer et al., 1981; Westman et al., 2001). Strain may also increase undermining behavior toward one's partner, which leads to strain in both partners, and can result in burnout for both partners (Conger et al., 1993; Vinokur et al., 1996). In a study on police officers, Jackson and Maslach (1982) found that emotionally exhausted officers often go home upset or angry, tense and anxious, and in the mood to complain. This study also showed that burnt out police officers withdraw from one's family and spends less time with them (Jackson & Maslach, 1982). Furthermore, couples that cope with work stress with alcohol are often less happily married than other couples (Jackson & Maslach, 1982). Thus, research has shown that stress and burnout from work can affect the quality of one's personal relationships.

Summary

In chapter 2, I reviewed the current pertinent literature related to job stress, work-family conflict, job burnout, relationship issues, and couple burnout. I also noted important findings related to my populations of interest: fire-fighting, law enforcement, and corrections. Prior research indicates that there is a clear link between job related

stress, work-family conflict, relationship issues, job burnout, and couple burnout. However, the link between the variables of job burnout and couple burnout has not been established in a single research study using the work-family conflict model. The purpose of this study was to examine work-family conflict and the relationship with job burnout and couple burnout, addressing the gap in the literature. In chapter 3, I will provide information on how this quantitative study was performed, the identification of participants, measurement instruments, and details of the research methodology that were used.

Chapter 3: Research Methods

Introduction

This research study focused on the relationship between job burnout and couple burnout using the work-family conflict model. This chapter explains the research design, sample population, measurement, data collection, and statistical analysis.

Research Design and Rationale

The nature of the study was quantitative, with a nonexperimental correlational design. A correlational design allowed me to gather data in a natural setting and gather a good deal of information relatively quickly (see Stangor, 2011). This design was also appropriate for my research questions, as my goal was to find relationships, or correlations, between variables. In addition, this design was the most commonly used with survey research in which data is collected from a population at one specific time (Frankfort-Nachmias & Nachmias, 2008). Correlational designs can be used to study everyday behavior, they can offer some information regarding the degree of the relationships between studied variables, and they are often the only way to study some phenomena (Stangor, 2011). One drawback to this design is that it can be expensive (Stangor, 2011). I was affected by the cost of the MBI, as discussed later. In my study, the dependent variable was couple burnout and the independent variables were work family conflict and job burnout.

Methodology

Population

The target population consisted of individuals who work in law enforcement, firefighting, or corrections who are in a relationship or married. I hoped to recruit about 120 both male and female participants from a wide range of ethnicities and backgrounds and ended up surveying 119 male participants. Police officers were recruited from police precincts in the New York metropolitan area, including Long Island. I attempted to gather participants from as wide a range as possible, as south as Staten Island, as north as the Bronx, and as east as Queens. Firefighters were recruited from firehouses in the New York metropolitan area, but generally came from the Bronx and Queens. Correction officers were recruited from one jail in New York, as that is the one correctional facility I could access.

Sampling and Sampling Procedures

Participants for this study consisted of a nonprobability sample, primarily based on convenience. All willing participants were accepted in the beginning pending they satisfied the following inclusion requirements: works full-time, partner works full-time, on the job for 5 or more years. Towards the end of the research process, which took approximately 18 months, all willing participants were accepted regardless of inclusion criteria. After 9 months of struggling to achieve my desired sample size, I decided to tweak my research goals in order to help open my participant pool and speed up the data collection process. After careful thought, I decided that it was not important to ask questions about participants' spouses or maintain a minimum of 5 years in their current

job. The desired years on the job decreased to 3 years, and I maintained that all participants worked full time. Changing the inclusion requirements did accelerate the data collection process.

I chose a nonprobability sample for several reasons. I planned to use a convenience sample because it involves the selection of the most accessible subjects and because it is not costly in terms of time, effort, and money (see Marshall, 1996). In addition, random sampling in this case may have led to an exclusion of possible willing participants. I expected to have a difficult time gathering willing participants, as these three populations work long hours and are often very busy and tired (see Paley & Tapas, 1994; Vila et al., 2002; Whitehead & Lindquist, 1986), and I was correct. Data collection was a long process, which is why the inclusion criteria were abandoned during the process. In addition, police officers are thought to be suspicious, cynical, and distrusting, which is likely why I had trouble recruiting them for my study (see Balch, 1972). Firefighters have been found to not be open, which may cause them not to want to complete a questionnaire that they might find personal (Wagner et al., 2009). However, firefighters were the most willing participants for my research study; they were very willing to help, and even called upon other local firehouses and encouraged them to help me as well. Correction officers have been found to have a tough image, which may cause them to deny their own stress and/or problems and therefore not accurately complete my questionnaires or answer them in a way that makes them look good and is not truthful (see Cheek & Miller, 1983). While I did not experience pushback from the correction officers themselves, I did face challenges with turnover of the sheriff at the jail, which

provided a roadblock to data collection at that site. Thus, because I needed a large sample and expected a low level of overall participation from my participant pool, a convenience sample was much more logical and helped to expand the overall pool from which I gathered participants.

I conducted a power analysis using the software G*Power to determine ideal sample size (Faul et al., 2009). For the power analysis, I selected an α (error probability or significance level) of .05, a power level of .95, an effect size (f^2) of .15 (a medium effect size), with three predictor variables. The resulting suggested sample size was 119, which was my final sample size.

Procedures for Recruitment and Participation

I recruited participants directly. I had a connection to a jail in New York through family relatives who used to work there. They were able to grant me access to survey correction officers there, but the sheriff who completed the letter of cooperation was replaced during my data collection process. The new sheriff did not approve my study and did not allow me to continue collecting data after the first sheriff left the post. I also had some connections in the Fire Department of New York (FDNY) that I used to gain access to various firehouses in the city. In order to gain access to police officers, I again used friends and family members to help gain access to their organizations. Once I was granted access to a location through a formal letter of cooperation, I distributed the surveys in person, attaching to each one a self-address stamped envelope for each participant to use to return the survey to me. I planned to visit at least 20 firehouses and

20 police precincts as well as the one correctional facility. In practice, I visited 10 firehouses, two police precincts, and the jail.

All participants were informed of their rights. Principle E of the American Psychological Association (2002) code of ethics is respect for people's rights and dignity. This code requires psychologists to have respect for all the individuals they work with, and the rights of individuals to privacy, and confidentiality. I informed participants that they were free to withdraw their consent and end their participation at any time. I reviewed the limits of confidentiality with my participants before the study began.

Participants gave their informed consent to participate in the study. The informed consent form provided a review of the individual's rights and shared with them the limits of confidentiality. Participants were informed of the purpose of the research study, the methods used at each stage, what to expect as a participant, information on the sponsoring institution, benefits for participating, and a guarantee of confidentiality (see Creswell, 2009). I answered any questions about confidentiality when handing out the surveys. Participants were able to withdraw participation at any time without consequence and had the opportunity to leave the research study at any time. This study did not have any follow-up procedures, as this is a one-time data collection study.

Instrumentation and Operationalization of Constructs

MBI. The MBI is a scale that evaluates job burnout across three dimensions: emotional exhaustion, depersonalization, and personal accomplishment (Maslach & Jackson, 1981, 1986). The MBI was developed in 1981 as part of a study to assess various aspects of burnout and find out which ones best predict burnout (Maslach &

Jackson, 1981). The MBI consists of 22 items that are scored on a 7-point rating scale that ranges from “never” to “daily” (Maslach et al., 2001). The items are written as statements about personal opinions or attitudes (Maslach & Jackson, 1981). Emotional exhaustion (nine items) refers to the draining of personal resources, depersonalization (five items) refers to cynical attitudes, and reduced personal accomplishment (eight items) refers to the tendency to negatively evaluate oneself in respect to one’s job (Maslach et al., 2001). Items are ranked using both a frequency, how often one experiences it, and an intensity, how much one experiences it (Maslach & Jackson, 1981). One’s frequency and intensity rankings are combined to provide an overall score on each of the three subscales. Higher scores on the emotional exhaustion scale and depersonalization scale, in accordance with lower scores on the personal accomplishment scale indicate job burnout (Maslach et al., 2001). The current study used all three subscales of the MBI in data collection.

The MBI is a highly reliability measure of burnout (Maslach & Jackson, 1981). Internal consistency of the MBI is high, with Cronbach’s alpha of 0.83 (frequency) and 0.74 (intensity) for the overall scale. The subscales had a Cronbach’s alpha of 0.89 (frequency) and 0.86 (intensity) for emotional exhaustion, 0.77 (frequency) and 0.72 (intensity) for depersonalization, and 0.74 (frequency) and 0.74 (intensity) for personal accomplishment (Maslach & Jackson, 1981). Test-retest reliability for emotional exhaustion was 0.82 (frequency) and 0.53 (intensity), 0.80 (frequency) and 0.68 (intensity) for personal accomplishment, and .060 (frequency) and 0.69 (intensity) for

depersonalization (Maslach & Jackson, 1981). All the reliability coefficients were significant for internal consistency and test-retest reliability (Maslach & Jackson, 1981).

The MBI has strong validity as well. Construct validity was established (that the MBI does measure job burnout through its three scales) by comparing MBI scores with behavior ratings done someone who knew the individual well, by correlating MBI scores with job characteristics that are expected to lead to burnout, and by correlating MBI scores with measures of various outcomes thought to be correlated with burnout (Maslach & Jackson, 2001). The MBI was validated using 605 individuals from health and service occupations, and there is substantial evidence for its validity (Maslach & Jackson, 2001). The MBI needed to be purchased and cost $50 for a PDF of the test and $2 per each reproduction through a license. This test is not in the public domain and is thus not replicated in an appendix.

WFCS. The WFCS was used to measure work-family conflict. This scale is used to measure the two dimensions of work-family conflict, work-family conflict (WIF) and family-work conflict (FIW), using three forms of work-family conflict: strain-based, time-based, and behavior-based conflict. Time-based conflict refers to the time devoted in one role makes it difficult to participate in another (Greenhaus & Beutell, 1985). Strain-based conflict is the strain experienced in one role interferes with participation in another (Greenhaus & Beutell, 1985). Behavior-based conflict is the specific behaviors of one role are incompatible with the behavior expectations in another (Greenhaus & Beutell, 1985). The WFCS consists of 30 items across six dimensions that are evaluated on a scale of 1 to 5 in which each dimension is a subscale on the test. The six dimensions

include time-based work interference with family, time-based family interference with work, strain-based work interference with family, strain-based family interference with work, behavior-based work interference with family, and behavior-based family interference with work (Carlson et al., 2000). Only the subscales for time-based work interference with family, strain-based work interference with family, and behavior-based work interference with family were administered, as this study focuses primarily on the interaction between work-related stress and its interaction with family, not the reverse—family based stress and its interaction with work—which is what the other three subscales focus on.

The WFCS was created out of a need for a scale that measured all three forms of work-family conflict as well as six dimensions of work-family conflict. All other existing scales only look at one or two forms of work-family conflict or only one direction: family-work conflict or work-family conflict, but not both (Carlson et al., 2000). Carlson et al.'s (2000) study drew on aspects from all of the other existing scales on work-family conflict, pulled the most salient items from each of them, and lead to the creation of a multidimensional measure that incorporates all three forms of work-family conflict (Carlson et al., 2000). This is a self-assessment in which statements are given and a participant is to rank their responses on a five-point Likert scale, 5 being strongly agree and 1 being strongly disagree (Carlson et al., 2000). The WFCS measure provides six subscale scores. As mentioned, I only used the subscales for time-based work interference with family, strain-based work interference with family, and behavior-based work interference with family for my analysis.

The WFCS has high reliability and validity. The test was validated on 225 individuals who worked full-time (Carlson et al., 2000). Internal consistency was measured using Cronbach's alpha, which yielded the following validity measures: time-based work-family conflict (WIF) = 0.87, time-based family-work conflict (FIW) = 0.79; strain-based WIF = 0.85, strain-based FIW = 0.87; behavior-based WIF = 0.78, behavior-based FIW = 0.85 (Carlson et al., 2000). Discriminant validity was determined by examining factor correlations through a factor analysis; the correlations of the six factors ranged from 0.24 to 0.83, confirming validity (Carlson et al., 2000). A copy of the WFCS can be found in Appendix C.

CBM. The CBM was used to measure couple burnout (Pines, 2013). This measure includes 21 items, rated on a scale of 1–7, that reflect physical, emotional, and mental exhaustion in relation to one's romantic relationship. Scores on the CBM range from 0 to 5. A score of 3 indicates danger of burnout, a score of 4 indicates burnout, a score of 5 indicates crisis; a score of 2 below indicates that a relationship is in good shape (Pines, 2013).

The CBM has good reliability and validity. Test-retest reliability was 0.89 for a 1-month interval, 0.76 for a 2-month interval, and 0.66 for a 4-month interval (Pines, 2013). Internal consistency has been established using Cronbach's alpha, in which the coefficients ranged from 0.91 to 0.93 (Pines, 2013). All correlations between the test's individual items and the composite burnout score were significantly significant at a 0.001 level (Pines, 2013).

The CBM also has high validity. The CBM was validated on 200 men and women (Pines, 2013). The CBM was found to have face validity, as its items closely correspond to theoretical definitions of burnout (Pines, 2013). A factor analysis also showed that the CMB measures a single meaningful construct (Pines, 2013). Construct validity was established by negative correlations with positive relationship characteristics, such as positive overview of the relationship, quality of communication, sense of security, self-actualization, sense of significance, emotional attraction to partner, and quality of sex life (Pines, 2013; Pines & Nunes, 2003). More specifically, for example, the correlation between burnout and the desire to leave one's partner was $r = 0.56$, $p < .0001$, the correlation between burnout and one's emotional state was $r = –.41$, $p < 0.0001$, and the correlation between burnout and one's physical condition was $r = –.35$, $p < 0.0001$ (Pines, 2013). This test is in the public domain and has been published by Pines (1996). A copy of the CBM can be found in Appendix D.

Demographic Questionnaire. In addition to the three assessments listed above, participants were given a brief demographic questionnaire. The demographic questionnaire covered age, gender, race, years on the job, how many hours a week they work, how much of that is overtime, relationship status (married, in a long-term relationship, living with partner, divorced), length of current relationship, number of children, where they live, and their job title. A copy of the demographic questionnaire can be found in Appendix B.

Data Analysis Plan

This quantitative study was designed to determine if job burnout can be predicted using the work-family conflict model and to determine which aspects of both work-family conflict and job burnout predict couple burnout in couples in which one individual works in a highly stressful field.

The following were the research questions and hypotheses for this study:

RQ1: To what extent is work-family conflict (strain-based, time-based, behavior-based), as measured by the WFCS, related to job burnout (emotional availability, depersonalization, personal accomplishment), as measured by the MBI?

$H_0$1: Work-family conflict (strain-based, time-based, behavior-based) is not significantly related to job burnout (emotional availability, depersonalization, personal accomplishment).

H_a1: Work-family conflict (strain-based, time-based, behavior-based) is significantly related to job burnout (emotional availability, depersonalization, personal accomplishment).

RQ2: To what extent is work-family conflict (strain-based, time-based, behavior-based), as measured by the WFCS, related to couple burnout, as measured by the CBM?

$H_0$2: Work-family conflict (strain-based, time-based, behavior-based) is not significantly related to couple burnout.

H_a2: Work-family conflict (strain-based, time-based, behavior-based) is significantly related to couple burnout.

RQ3: To what extent is job burnout (emotional availability, depersonalization, personal accomplishment), as measured by the MBI, related to couple burnout, as measured by the CBM?

$H_0$3: Job burnout (emotional availability, depersonalization, personal accomplishment) is not significantly related to couple burnout.

H_a3: Job burnout (emotional availability, depersonalization, personal accomplishment) is significantly related to couple burnout.

To answer the research questions, participants were given three assessments from which data was collected (MBI, the WFCS, and the CBM) and a demographic questionnaire. The demographic questionnaire covered age, gender, race, years on the job, marital/relationship status, length of relationship/marriage, number of children, where they live, and their job title.

The data was analyzed using the SPSS 18.0 software package. Research questions were evaluated by looking at the relationship between three scales of work-family conflict (strain-based, time-based, and behavior-based) and the three scales of job burnout (emotional availability, depersonalization, and personal accomplishment), as well as the relationship between the three measures of work-family conflict and couple burnout. The relationship between job burnout and couple burnout were examined. Standard multiple regression analyses were used to determine if the measures of work-family conflict predict job burnout, if the measure of work-family conflict predicts couple burnout, and if the measures of job burnout predict couple burnout.

Also included in the statistical analysis were tests to validate the assumptions of multiple regressions. The variables were continuous, so that assumption was met. However, the following tests for assumptions were needed: linear relationship between the variables, normality, multicolinearity, no auto-correlation, and homoscedasticity. Linearity was tested using scatterplots in SPSS. Normality was determined by using Q-Q plots. Multicolinearity was tested using VIF scores. A Durbin-Watson's *d* test was done to show no auto-correlation. Finally, a standardized residual plot was done to determine homoscedasticity. This screening was done prior to analysis and determined if the data met the assumptions for multiple regressions. A report of these assumptions is provided in Chapter 4.

Threats to Validity

There were many treats to external validity to consider in this study. One of the most important threats to validity to consider was the sampling of participants. Because I used a convenience sample, my participants were not obtained by random sampling. This is a threat to validity because non-random samples have lower validity than random samples (Frankfort-Nachmias & Nachmias, 2008). I did, however, attempt to collect data from a wide range of firehouses and police precincts, so that my data was generalizable. Generalizability adds external validity to a study, which will help balance the threat to validity that the non-random sample will impose (Frankfort-Nachmias & Nachmias, 2008). An additional sampling threat was that I only had access to one correctional facility. My correction officer population only came from a jail not a prison. Thus, my

data from that population is not generalizable to all correction officers, but only those who work in jails.

There were also threats to internal validity. Based on the questionnaires, participants may have realized what I was attempting to study, and thus, testing might have led to inaccurate results. If participants realized that I was looking to study the quality and quantity of time they spend with their family, they may have fabricated their answers or told me what they thought I wanted to hear. Police officers are thought to be suspicious, cynical, and distrusting, which may cause them not to want to take a survey (Balch, 1972). Firefighters have been found to not be open, which may cause them not to want to complete a questionnaire that they might find personal (Wagner et al., 2009). Correction officers have been found to have a tough, "macho" image, which may cause them to deny their own stress and/or problems and therefore not accurately complete my questionnaires or answer them in a way that makes them look good and is not truthful (Cheek & Miller, 1983). Thus, my choice of population may have imposed a limitation to my study. However, these occupations are known to be highly stressful, so I was willing to negotiate my choice of population based on the possible threat to validity.

Another threat to validity was the ability to draw clear, accurate conclusions. It is sometimes difficult to draw causal relationships in quasi-experimental designs, such as correlational designs (Frankfort-Nachmias & Nachmias, 2008). While I may have found that there are predictors of couple burnout, that does not mean that they are causal variables. This was a known limitation to using a correlational design, and because I feel

this design was most appropriate to my research, I was willing to accept the risk to validity.

A final threat to validity was that my participants may have felt stress from other aspects of their life, just as much as they did from work, or even more so. My study focused on two variables that may be related to couple burnout: work-family conflict and job burnout. There are a number of variables that may lead to couple burnout, but I only studied two of them. Thus, it was possible that I found a correlation between my variables but that a third or fourth variable actually accounted for the variance.

Ethical Considerations

This study was initiated after permission is gained from Walden University's Institutional Review Board (IRB). To gain permission, an IRB application was required. The IRB application included a comprehensive account of the foreseeable risks and benefits for participants in the study, voluntary participation, and issues of protection such as confidentiality. The IRB number for this study was # 04-18-17-0362830.

I needed written permission, in the form of letters of cooperation, from individual firehouses to gain access to fire fighters. I needed letters of cooperation from police precincts to gain access to police officers. I also needed letters of cooperation from the jail to gain access to correction officers. Once letters of cooperation were received from prospective research sites, those letters were sent to IRB for further approval. Upon IRB approval of the letters of cooperation, I was able to start collecting data from a site. Participants gave their informed consent to participate in the study via the informed consent form (see Appendix A), which also explained their rights and limits to

confidentiality. I verbally told all sites that participants were free to withdraw their consent and end their participation at any time; this was also outlined in the informed consent form.

Confidentiality

I took all necessary steps to ensure that the data was kept confidential and will continue to do so for a period of five years. All assessments are kept in a locked file cabinet in which only I have the key to. All assessments are labeled with an assigned number, as to enhance confidentiality. The assessment data is stored and was analyzed on my MacBook, which is password protected. Only I have access to the MacBook, file cabinet key, and research data. As the American Psychological Association requires, all data, including electronic, protocols, and printed, will be destroyed after 5 years.

Summary

Chapter 3 reviewed the research method and approach. It included a discussion of the reasoning for choosing a quantitative study and the research questions. The population and sampling measures were also discussed, as well as the power analysis, recruitment, and participant inclusion criteria. The psychometric properties of intended instruments were also discussed in detail, specifically the MBI, the WFCS, and the CBM. Chapter 4 will describe the data collection process. The results will be reviewed, including descriptive statistics and findings from statistical analysis. Tables and figures will be used to illustrate the results.

Chapter 4: Results

Introduction

The purpose of this quantitative study was to discover how work stress affects one's home life. More specifically, I sought to determine if a relationship exists between work-family conflict (time-based, strain-based, behavior based), job burnout (exhaustion, depersonalization, accomplishment), and couple burnout in correctional staff, police officers, and fire fighters.

Research Questions and Hypotheses

RQ1: To what extent is work-family conflict (strain-based, time-based, behavior-based), as measured by the WFCS, related to job burnout (emotional availability, depersonalization, personal accomplishment), as measured by the MBI?

$H_0$1: Work-family conflict (strain-based, time-based, behavior-based) is not significantly related to job burnout (emotional availability, depersonalization, personal accomplishment).

H_a1: Work-family conflict (strain-based, time-based, behavior-based) is significantly related to job burnout (emotional availability, depersonalization, personal accomplishment).

RQ2: To what extent is work-family conflict (strain-based, time-based, behavior-based), as measured by the WFCS, related to couple burnout, as measured by the CBM?

$H_0$2: Work-family conflict (strain-based, time-based, behavior-based) is not significantly related to couple burnout.

H_a2: Work-family conflict (strain-based, time-based, behavior-based) is significantly related to couple burnout.

RQ3: To what extent is job burnout (emotional availability, depersonalization, personal accomplishment), as measured by the MBI, related to couple burnout, as measured by the CBM?

H_03: Job burnout (emotional availability, depersonalization, personal accomplishment) is not significantly related to couple burnout.

H_a3: Job burnout (emotional availability, depersonalization, personal accomplishment) is significantly related to couple burnout.

Chapter 4 includes a review the data collection process and baseline descriptive characteristics of the sample. This chapter will also include statistical assumptions and results from the study such as descriptive statistics and statistical analysis findings that pertain to research questions with tables to illustrate results. The chapter will conclude with a summary of answers to research questions.

Data Collection

Participants were recruited from a jail in New York, police precincts in New York City and Long Island, as well as various fire departments in the Bronx, Queens, and Long Island over 1 year. My original data collection plan was to go to through internal departments at the New York City Police Department (NYPD) and the FDNY, but I had a hard time getting in touch with these organizations and finding out whom I needed approval from. Thus, the IRB granted me permission to get letters of cooperation from

individual locations, as opposed to the entire organization. The entire data collection process took approximately 18 months.

Once each letter of cooperation was obtained, it was sent to the IRB for verification. The IRB approved each letter as they came in. In total, one letter of cooperation was provided by the jail, two letters of cooperation from New York police departments, and five letters from FDNY-related organizations in New York City and Long Island. Once letters of cooperation were obtained and the IRB approved them, data collected could start. I went to each organization and delivered the survey packets with return mailing envelopes, gave them a brief description of the study, and thanked them for their time. Surveys were mailed back within 1–2 weeks. I distributed over 300 survey packets and ended up with 119 participants, my goal sample size. Of those, 77 were fire fighters, 31 police officers, and 11 corrections officers.

Results

The descriptive statistics, tests of statistical assumptions, and results from the regression analyses are presented in this section. The means, standard deviations, frequencies, and percentages from the categorical variables are reviewed. The results from the standard (enter) multiple linear regression with work-family conflict, job burnout, and couple burnout as variables are presented.

Descriptive Statistics

All my participants did work full time and were on the job for at least 3 years. Participants were asked demographic information regarding their age, gender, race, relationship status, job title, years on the job, hours worked per week, years with partner,

and number of children. All participants were male, and their ages ranged from 23 to 64 years of age, with an average age of 35.6 years of age. Approximately 85% of the participants were White (*n* = 102), 7% Black (*n* = 8), 7% Hispanic (*n* = 8), and about 1% Asian (*n* = 1). Most of the participants were married (*n* = 73), 38 were in a domestic partnership, and eight were divorced. The number of years each participant had been with their partner ranged from less than 1 year to 30 years, with an average of 7.86 years. The number of children among participants ranged from 0 to 5, with an average of 1.10. Most participants were fire fighters (*n* = 66), 31 were police officers, and 11 worked in corrections. The number of years each participant had been with their organizations ranged from three to 36 years, with an average of 10 years. The hours worked per week ranged from 35–80, with an average of 49 hours per week. In Table 1, the frequencies and percentages for the demographic variables are reported for the sample.

Table 1 *Demographic Data for Participants*

Variable	*n*	%
Gender		
Female	0	0
Male	119	100
Race		
White	102	85
Black	8	6.6
Hispanic	8	6.7
Asian	1	.8
Age		
23 to 30	34	28.6
31 to 40	58	48.7
41 to 50	21	17.6
50 to 64	6	5.0
Relationship Status		
Married	73	60.3
Domestic Partnership	8	31.4
Divorced	38	6.6
Years with Partner		
0 to 5	62	52.1
6 to 50	19	15.9
11 to 20	33	27.7
21 to 30	5	4.2
Hours Worked Per Week		
35 to 40	23	19.3
41 to 45	11	9.2
46 to 50	58	48.7
51 to 60	23	19.3
61 to 80	4	3.4
Years on the Job		
3 to 9	61	55
10 to 19	48	51
20+	9	11.8

The demographics of this population are not very generalizable to the populations of interest. All the participants were male; no females participated. In addition, most participants were firefighters, thus, not all groups were equally represented.

The means and standard deviations for the variables of work-family conflict, job burnout, and couple burnout are shown in Table 2. Time-Based WFC scores ranged from 3 to 15, with an average of 8.31 (*SD* = 3.52). Strain-Based WFC scores ranged from 3 to 15, with an average of 5.76 (*SD* = 2.78). Behavior-Based WFC scores ranged from 3 to 15, with an average of 6.92 (*SD* = 3.36). Emotional Exhaustion scores ranged from 0 to 50, with an average of 14.26 (*SD* = 9.99). Depersonalization scores ranged from 0 to 29 with an average of 9.12 (*SD* = 6.86). Personal Accomplishment scores ranged from 15 to 48 with an average of 33.77(*SD* = 7.66). Couple Burnout scores ranged from 1 to 7, with an average of 4.01 (*SD* = 1.23). Higher scores on each of the WFC scales represented higher levels of conflict (Carlson et al., 2000). A score of 4 on the CBM indicates the individual is experiencing burnout (Pines & Nunes, 2003). For each of the subscales of the MBI (emotional exhaustion, depersonalization, and personal accomplishment), high scores on each subscale indicates higher levels of that construct (Maslach et al., 1986).

Table 2 *Descriptive Statistics for Work-Family Conflict, Job Burnout, and Couple Burnout*

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Time-Based WFC	119	3	15	8.31	3.52
Strain-Based WFC	119	3	15	5.76	2.78
Behavior-Based WFC	119	3	15	6.92	3.36
Emotional Exhaustion	119	0	50	14.26	9.99
Depersonalization	119	0	29	9.12	6.86
Personal Accomplishment	119	15	48	33.77	7.66
Couple Burnout	119	1	7	4.01	1.23

Cronbach's alpha was calculated to determine the reliability of the scales used in the study. While acceptable alpha levels vary with the number of items on a scale, a value of .7 to .8 is acceptable and indicates a high reliability (Field, 2013). The WFCS had high reliability, with a Cronbach's alpha of .89 for the time-based conflict scale (three items), .846 for the strain-based conflict scale (three items), and .81 for the behavior-based conflict scale (three items). All subscales of the WFCS had a high level of internal consistency. The MBI reported high Cronbach's alpha scores as well, with .90 for the emotional exhaustion scale (nine items), .80 for the depersonalization scale (five items), and .73 for the personal accomplishment scale (eight items). All subscales of the MBI had a high level of internal consistency. The CBM (21 items) also had a high Cronbach's alpha with a score of .85.

Statistical Assumptions

The assumptions of linearity, normality, multicolinearity, auto-correlation and homoscedasticity were assessed. Scatterplots were generated using SPSS and showed linearity between work-family conflict scores, MBI scores, and CBM scores. There appears to be no curvature in the scatterplots, which indicated the data was normally distributed (Field, 2013). Therefore, the assumption of linearity was met. Figures 1 through 9 present the residual scatterplots for the independent and dependent variables.

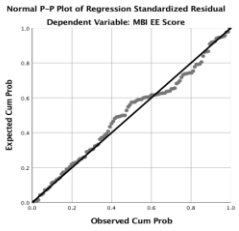

Figure 1. Residual scatterplot for time-based WFC and burnout

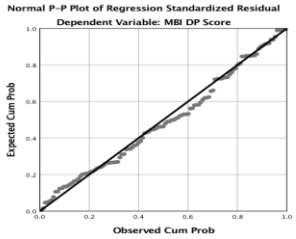

Figure 2. Residual scatterplot for depersonalization and WFC

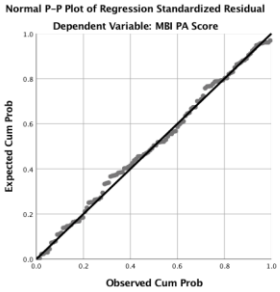

Figure 3. Residual scatterplot for personal accomplishment and WFC

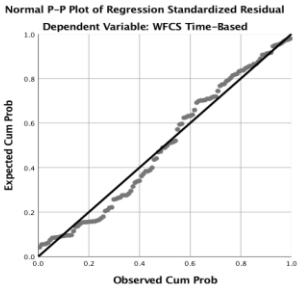

Figure 4. Residual scatterplot for time-based WFC and couple burnout

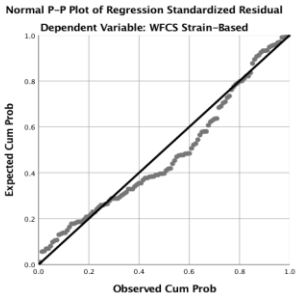

Figure 5. Residual scatterplot for strain-based WFC and couple burnout

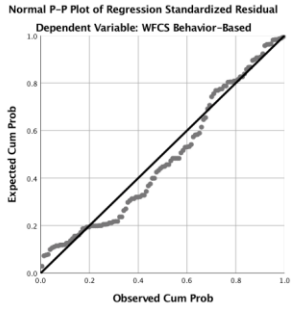

Figure 6. Residual scatterplot for behavior-based WFC and couple burnout

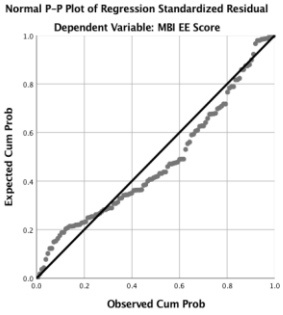

Figure 7. Residual scatterplot for emotional exhaustion and couple burnout

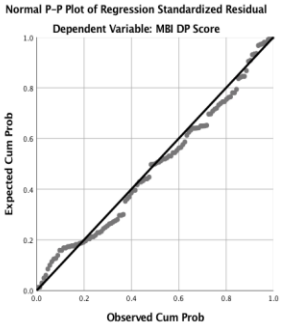

Figure 8. Residual scatterplot for depersonalization and couple burnout

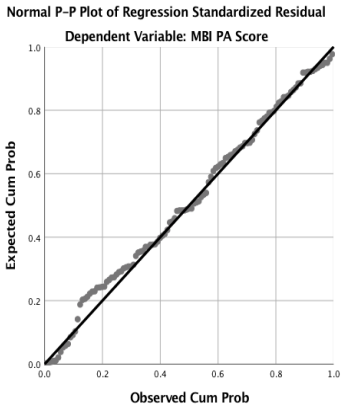

Figure 9. Residual scatterplot for personal accomplishment and couple burnout

Normality was assessed using Q-Q plots. As shown in Figures 10 through 16, the data is very close to the line of best fit, indicating a normal distribution (see Field, 2013).

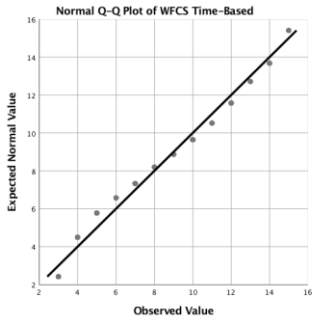

Figure 10. Q-Q plots of normality for time-based WFC

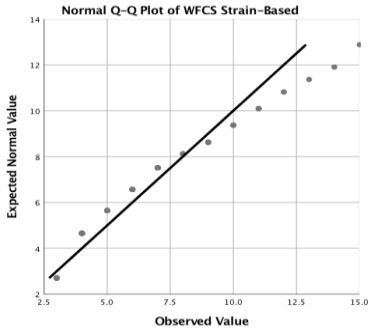

Figure 11. Q-Q plots of normality for strain-based WFC

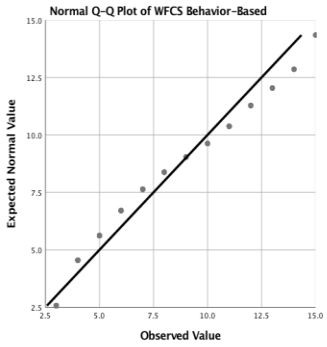

Figure 12. Q-Q plots of normality for behavior-based WFC

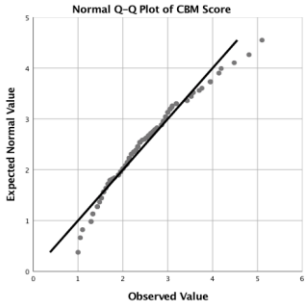

Figure 13. Q-Q plots of normality for couple burnout

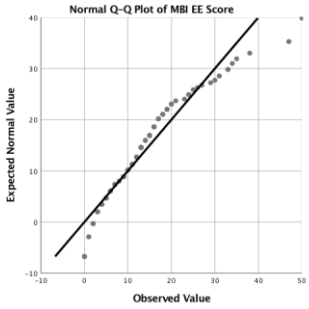

Figure 14. Q-Q plots of normality for emotional exhaustion

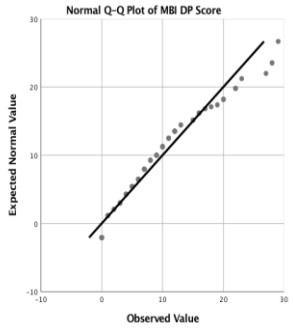

Figure 15. Q-Q plots of normality for depersonalization

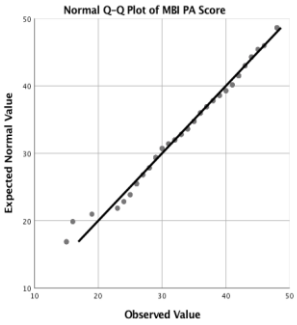

Figure 16. Q-Q plots of normality for personal accomplishment

To assess multicollinearity, variance inflation factors (VIF) were examined. Multicolinearity exists if one predictor is highly predicted by the set of the other predictors, which is likely if one variable is highly correlated with another (Field, 2013). If the VIF scores are less than 10, multicolinearity is not an issue (Field, 2013). The VIF values for all variables were below 10, indicating no collinearity (see Table 3).

Table 3 *VIF Scores for Work-Family Conflict Scale (WFCS), Couple Burnout Measure (CBM), and Maslach Burnout Inventory (MBI)*

	VIF
MBI & Time-Based WFC	1.79
MBI & Strain-Based WFC	1.84
MBI & Behavior-Based WFC	1.79
WFCS & CBM	1.89
MBI & CBM	1.82

A standardized residual plot showed homoscedasticity among all variables. There appears to be no curvature in the scatterplots. This indicated the data was normally distributed (Field, 2013). Therefore, the assumption of homoscedasticity was met (see Figures 17 through 23).

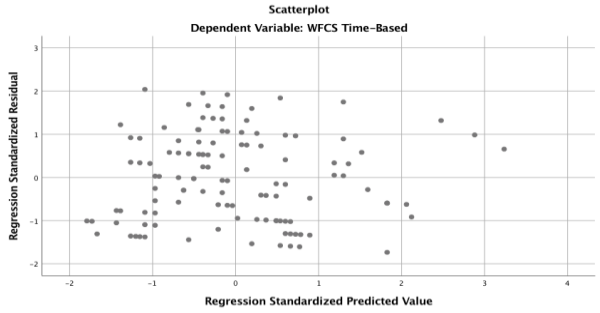

Figure 17. Standardized residual plot for time-based WFC

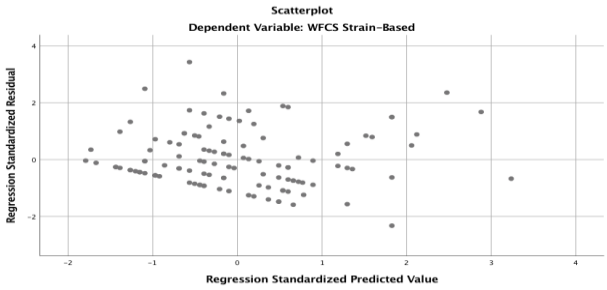

Figure 18. Standardized residual plot for strain-based WFC

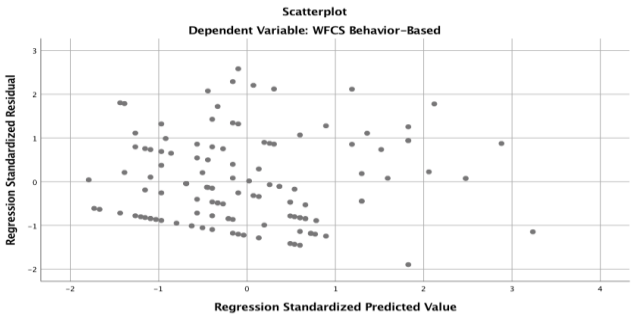

Figure 19. Standardized residual plot for behavior-based WFC

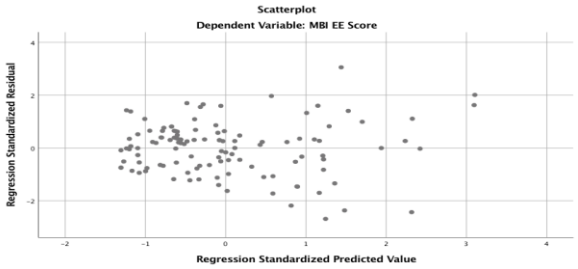

Figure 20. Standardized residual plot for emotional exhaustion

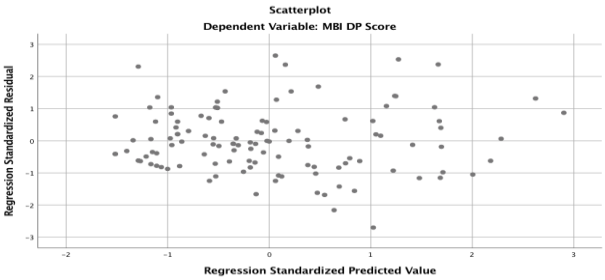

Figure 21. Standardized residual plot for depersonalization

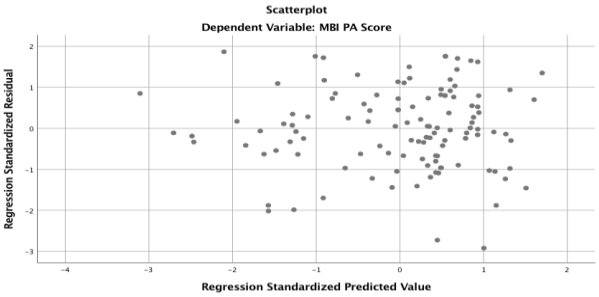

Figure 22. Standardized residual plot for personal accomplishment

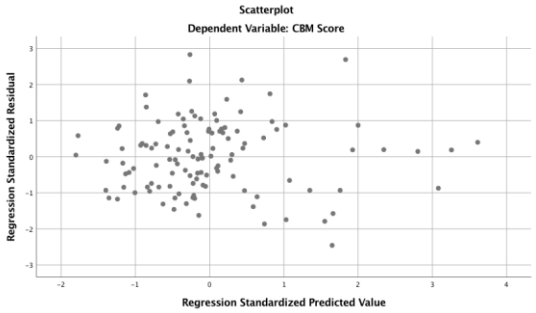

Figure 23. Standardized residual plot for couple burnout

Finally, a Durbin-Watson's *d* test showed that there was no auto-correlation; all Durbin-Watson scores were between the critical values of 1.5 and 2.5 (Field, 2013).

Table 4 *Durbin Watson Scores for Work-Family Conflict Scale (WFCS), Couple Burnout Measure (CBM), and Maslach Burnout Inventory* (MBI)

	Durbin-Watson
Time Based WFC & MBI	1.79
Strain Based WFC & MBI	1.84
Behavior Based WFC & MBI	1.79
WFCS & CBM	1.89
CBM & MBI	1.82

Multiple Regression Analyses

Three standard multiple regressions were used for Research Question 1 with the three subscales of the WFCS (time-based, strain-based, and behavior-based) as predictors of each component of job burnout (emotional exhaustion, depersonalization, and personal accomplishment). The first standard multiple regression (enter method) used the three subscales of work-family conflict as predictors of emotional exhaustion. The overall regression model was significant $F(3, 115) = 29.40$, $p = .000$, $R^2 = .43$ (Table 5). The results indicated that the model explained 43% of the variance in emotional exhaustion scores. Strain-based work family conflict was a significant predictor of emotional exhaustion, $\beta = .530$, $p < .001$ (Table 6). The results indicated that as strain-based work-family conflict increased, emotional exhaustion increased. Behavior-based work-family conflict was also a significant predictor of emotional exhaustion, $\beta = .23$, $p = .002$ (Table 5). The results indicated that as behavior-based work family conflict scores increased, emotional exhaustion increased. Time-based work family conflict was not a significant predictor of emotional exhaustion. The results of the regression analysis are shown in Table 6.

Table 5 *Regression Model Summary for Predictors (WFC Subscales) of Emotional Exhaustion*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	*SS*	*F*	df1	df2	*p*	Durbin-Watson
1	.66[a]	.43	.42	7.61	5113.42	29.40	3	115	.000	1.88

a. Predictors: WFCS Behavior-Based, WFCS Time-Based, WFCS Strain-Based

Table 6 *Standard Regression Coefficients for Time-Based Work Family Conflict, Strain-Based Work Family Conflict, and Behavior-Based Work Family Conflict in Predicting Emotional Exhaustion*

Variable	*B*	95% CI	β	Sr	*t*	*p*
Constant	–2.47	[–6.80, 1.86]			–1.13	.26
Time-Based WFC	.11	[–.32, .55]	.04	.04	.52	.60
Strain-Based WFC	1.91	[1.35, 2.47]	.53	.47	6.75	.00
Behavior-Based WFC	.69	[.25, .1.13]	.23	.22	3.13	.00

Note. CI = confidence interval for *B*; *sr* = semipartial correlation

The second standard regression again used the three subscales of work-family conflict to predict depersonalization. The overall regression model was significant, $F(3, 115) = 31.96$, $p = .000$, $R^2 = .45$ (Table 7). The results indicated that the model explained 45% of the variance in depersonalization scores. Strain-based work family conflict was a significant predictor of depersonalization, $\beta = .36$, $p < .001$ (Table 4). The results indicated that as strain-based work-family conflict increased, depersonalization increased. Behavior-based work-family conflict was also a significant predictor of depersonalization, $\beta = .40$, $p < .001$ (Table 8). The results indicated that as behavior-based work family conflict scores increased, depersonalization increased. Time-based work family conflict was not a significant predictor of depersonalization. The results of the regression analysis are shown in Table 8.

Table 7 *Regression Model Summary for Predictors (WFC Subscales) of Depersonalization*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	*SS*	*F*	df1	df2	*p*	Durbin-Watson
1	.67[a]	.46	.44	5.13	2523.39	31.96	3	115	.000	1.72

a. Predictors: WFCS Behavior-Based, WFCS Time-Based, WFCS Strain-Based

Table 8 *Standard Regression Coefficients for Time-Based Work Family Conflict, Strain-Based Work Family Conflict, and Behavior-Based Work Family Conflict in Predicting Depersonalization*

Variable	*B*	95% CI	β	*sr*	*t*	*p*
Constant	–3.76	[–6.67, –.84]			–2.55	.01
Time-Based WFC	.26	[–.03, .55]	.13	.12	1.78	.08
Strain-Based WFC	.88	[.51, 1.26]	.36	.32	4.64	.00
Behavior-Based WFC	.81	[.52, .1.11]	.40	.37	5.43	.00

Note. CI = confidence interval for *B*; *sr* = semipartial correlation

The third standard regression again used the three subscales of work-family conflict to predict personal accomplishment. The overall regression model was significant, $F(3, 115) = 4.87$, $p = .00$, $R^2 = .11$ (Table 9). The results indicated that the model explained 11% of the variance in personal accomplishment scores. Behavior-based work family conflict was a significant predictor of personal accomplishment, $\beta = –.27$, $p = .00$ (Table 10). The results indicated an inverse relationship between behavior-based work-family conflict: as behavior-based work-family conflict scores increased, personal accomplishment decreased. Time-based work-family conflict and strain-based work-family conflict were not significant predictors of personal accomplishment. The results of the regression analysis are shown in Table 10.

Table 9 *Regression Model Summary for Predictors (WFC Subscales) of Personal Accomplishment*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	*SS*	*F*	df1	df2	*p*	Durbin-Watson
1	.34[a]	.11	.09	7.30	780.06	4.87	3	115	.00	1.74

a. Predictors: WFCS Behavior-Based, WFCS Time-Based, WFCS Strain-Based

Table 10 *Standard Regression Coefficients for Time-Based Work Family Conflict, Strain-Based Work Family Conflict, and Behavior-Based Work Family Conflict in Predicting Personal Accomplishment*

Variable	*B*	95% CI	β	*sr*	*t*	*p*
Constant	38.66	[34.51, 42.82]			18.43	.00
Time-Based WFC	.25	[–.17, .66]	.114	.104	1.18	.24
Strain-Based WFC	–.46	[–1.00, .08]	–1.67	–.149	–1.70	.09
Behavior-Based WFC	–.62	[–1.04, –.20]	–.272	–.26	–2.92	.00

Note. CI = confidence interval for *B*; *sr* = semipartial correlation

Standard multiple regression was used for Research Question 2 with the three subscales of the WFCS (time-based conflict, strain-based conflict, and behavior-based conflict) as predictors of couple burnout. The overall regression model was significant $F(3, 115) = 19.52$, $p = .008$, $R^2 = .34$ (Table 11). The results indicated that the model explained 34% of the variance in couple burnout scores. Strain-based work-family conflict was a significant predictor of couple burnout, $\beta = .52$, $p < .001$ (Table 12). The results indicated that as strain-based work-family conflict scores increased, couple burnout scores increased. Behavior-based work-family conflict was also a significant predictor of couple burnout $\beta = .21$, $p = .00$ (Table 12). The results indicated that as behavior-based work-family conflict scores increased, couple burnout scores increased. Time-based work-family conflict was not a significant predictor of couple burnout. The results of the regression analysis are shown in Table 12.

Table 11 *Regression Model Summary for Predictors (WFC Subscales) of Couple Burnout*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	*SS*	*F*	df1	df2	*p*	Durbin-Watson
1	.58[a]	.34	.32	.67	26.47	19.52	3	115	.000	1.89

a. Predictors: WFCS Behavior-Based, WFCS Time-Based, WFCS Strain-Based

Table 12 *Standard Regression Coefficients for Time-Based Work Family Conflict, Strain-Based Work Family Conflict, and Behavior-Based Work Family Conflict in Predicting Couple Burnout*

Variable	*B*	95% CI	B	*sr*	*T*	*p*
Constant	1.48	[1.10, 1.86]				
Time-Based WFC	–.03	[–.07, .00]	–.14	–.12	–1.64	.11
Strain-Based WFC	.15	[.10, .20]	.52	.50	6.17	< .00
Behavior-Based WFC	.05	[.01, .09]	.21	.24	2.65	.01

Note. CI = confidence interval for *B*; *sr* = semipartial correlation

Finally, standard multiple regression was used for Research Question 3 with the three subscales of the MBI (emotional exhaustion, depersonalization, and personal accomplishment) as predictors of couple burnout. The overall regression model was significant $F(3, 115) = 34.116$, $p < .001$, $R^2 = .47$ (Table 13). The results indicated that the model explained 47% of the variance in couple burnout scores. Emotional exhaustion was the only significant predictor of couple burnout, $\beta = .72$, $p < .001$ (Table 14). The results indicated that as emotional exhaustion increased, couple burnout scores increased. Depersonalization and personal accomplishment were not significant predictors of couple burnout. The results of the regression analysis are shown in Table 14.

Table 13 *Regression Model Summary for Predictors (MBI Subscales) of Couple Burnout*

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	*SS*	*F*	df1	df2	*p*	Durbin-Watson
1	.69	.47	.46	.60	36.95	34.12	3	115	.000	1.82

a. Predictors: Emotional Exhaustion, Depersonalization, Personal Accomplishment

Table 14 *Standard Regression Coefficients for Emotional Exhaustion, Depersonalization, and Personal Accomplishment in Predicting Couple Burnout*

Variable	*B*	95% CI	β	*sr*	*T*	*p*
Constant	2.21	[1.61, 2.81]				
Emotional Exhaustion	.06	[.04, .07]	.72	.50	7.41	< .00
Depersonalization	–.01	[–.04, .10]	–.11	–.08	–1.13	.26
Personal Accomplishment	–.01	[–.03, .00]	–.13	–.12	–1.79	.08

Note. CI = confidence interval for *B*; *sr* = semipartial correlation

Summary

In this study, I hypothesized that there was a relationship between work family conflict, couple burnout, and job burnout. The results indicated that strain-based conflict and behavior-based conflict were significant predictors of emotional exhaustion and depersonalization. That is, higher levels of strain-based conflict and behavior-based conflict predicted higher scores on the emotional exhaustion and depersonalization scales of the MBI. Behavior-based conflict predicted an inverse relationship with personal accomplishment; higher scores on the behavior-based scale produced lower scores on the personal accomplishment scale. Furthermore, the results indicated that strain-based conflict and behavior-based conflict were significant predictors for couple burnout; that is, higher scores on the strain-based work family conflict and the behavior-based work family conflict predicted higher scores on the CBM. Finally, results indicated that emotional exhaustion was a significant predictor for couple burnout; that is, higher emotional exhaustion scores predicted higher scores on the CBM.

In the final chapter, I will discuss how these findings are important to the community as a whole, limitations of the study, and the potential social impact of this research.

Chapter 5: Discussion, Conclusions, and Recommendations

One of the most common sources of stress is one's job and the struggle to balance the demands of one's job with the demands of one's family and/or romantic relationship (Carlson et al., 2000). Hall et al. (2010) found that work-related stress may spillover into one's personal or family life by negatively affecting one's physical and emotional interactions with one's family or significant other. Bolger et al. (1989) found that home stress overloads lead to work stress overloads, spousal arguments lead to work arguments, and arguments with children lead to overloads at home and at work. Cowlishaw et al. (2010) found that interrole conflict of balancing work and family life lead to an increase in withdrawn behavior and a decrease in intimacy in married couples. The prolonged exposure to any type of stress can lead to a breaking point in the relationship; this breaking point is referred to as couple burnout (Pines & Nunes, 2003). Couple burnout refers to physical, emotional, and mental exhaustion as it applies to one's relationship (Pines & Nunes, 2003). As supported by the work-family-conflict theory, stressful and disruptive changes in one's personal life may be associated with burnout, thus supporting the interactive nature of couple and job burnout (Mather et al., 2014). Prior research has clearly shown that there is a relationship between work-related stress and interpersonal stress and maintaining a balance between the two.

A clear gap in the literature was identified as prior research has only focused on some of the components of work-family conflict with stress and burnout, and no studies have examined all three aspects job burnout (emotional exhaustion, depersonalization, personal accomplishment) and all three aspects of work-family conflict (time-based,

behavior-based, strain-based) and how they relate to couple burnout or the nature of their relationship. Furthermore, the relationship between work-family conflict, job burnout, and couple burnout in the occupations of firefighting, law enforcement, or corrections was examined in the same study. The purpose of the quantitative study was to fill that gap by determining the predictive relationship between work-family conflict, job burnout, and couple burnout.

The focus of this study was to examine the relationship among work-family conflict (time-based, strain-based, behavior based), job burnout (exhaustion, depersonalization, accomplishment), and couple burnout in correctional staff, police officers, and fire fighters. This study addressed a gap in the literature by examining which factors of job burnout and work-family conflict predict couple burnout. To address this gap, I focused on correctional staff, law enforcement, and fire fighters, as they have been identified as highly stressful fields (see Hall et al., 2010; Hartley et al., 2013; Pole et al., 2009). This study provided insights into the relationship between job burnout and couple burnout using the work-family conflict model.

This study helped shed light on which factors of job burnout are related to issues in interpersonal relationships, as shown through couple burnout. In understanding which factors of work-family conflict and job burnout most predict couple burnout, the results of this study provide implications for further research on how to mitigate those factors and potentially decrease the rate of divorce in individuals in high-stress occupations. Firefighting, law enforcement, and corrections also have high expectations from society. We expect them to be able to perform their job to the best of their ability daily. If their

emotional and cognitive well-being is compromised, it can affect their job performance, which can negatively impact society and affect lives. Thus, addressing the cyclical nature of job burnout and couple burnout may lead to increased well-being in society

The results of the study identified work-family conflict and job burnout as significant predictors of couple burnout. These results showed that as strain-based conflict and behavior-based conflict increased, emotional exhaustion and depersonalization increased. It was also found that as behavior-based conflict increased, personal accomplishment decreased. Furthermore, the results indicated that as strain-based conflict, behavior-based conflict, and emotional exhaustion increased, couple burnout increased. The results of this study showed that conflicting behavior expectations at home and work were related to emotional and cognitive distance from one's job as well as one's relationship. It was also shown that the experience of strain from work predicted emotional and cognitive distance from one's job as well as one's relationship.

In this chapter, I discuss the findings of this research. Next, the limitations of the study, recommendations for future research, and implications for social change are discussed. Finally, the conclusions are presented.

Interpretation of the Findings

Work-Family Conflict and Job Burnout

The first set of research questions asked the extent to which the three aspects of work-family conflict were related to the three aspects of job burnout (emotional exhaustion, depersonalization, and personal accomplishment). Work-family conflict is the idea that when individuals are stressed at work, they tend to bring that stress home

with them (Frone, 2003). There were three main areas of work-family conflict that were assessed in this study. Behavior-based conflict is when the behaviors of one role are incompatible with the behavior expectations in another (Greenhaus & Beutell, 1985). Time-based conflict is when the time devoted to one role makes it difficult to participate in another (Greenhaus & Beutell, 1985). Finally, strain-based conflict is when the strain of one role interferes with participation in another (Greenhaus & Beutell, 1985). Individuals who work in highly stressful fields, such as corrections, law enforcement, and firefighting, are susceptible to all three types of work-family conflict. The long hours and frequent overtime associated with these occupations may disrupt home and family life and contribute to time-based conflict, and time conflicts may lead to a decreased quality of life and can lead to frustration toward one's job (Lambert et al., 2002; Lambert et al., 2010; Shreffler et al., 2011).

The current study examined how those three components of work-family conflict predict job burnout. Job burnout refers to the emotional, psychological, and social withdrawal from one's job that tends to occur after a prolonged exposure to stressors and/or the loss of valuable resources (Maslach, 1982). There were three aspects of job burnout that were measured using the MBI, emotional exhaustion, depersonalization, and personal accomplishment. Emotional exhaustion occurs when an individual distance oneself emotionally and cognitively from their job (Maslach et al., 2001). Depersonalization occurs when an individual cognitively distances oneself from their job as a result of exhaustion (Maslach et al., 2001). Finally, personal accomplishment, also

referred to as inefficacy, is the feeling that one is unable to accomplish daily work tasks due to exhaustion or cynicism (Maslach et al., 2001).

The results showed that when individuals experienced the strain of one role interfering with another, it predicted emotional exhaustion and depersonalization. The results also showed that when individuals reported that the behaviors of their job were incompatible with their expected behaviors at home, it predicted emotional exhaustion and depersonalization. These results are in line with previous research in that work-family conflict is a precursor for job burnout (see Aryee, 1993; Braunstein-Bercovitz, 2013; Lambert et al., 2010; Netermeyer et al., 1996; Peeters et al., 2005; Westman et al., 2004), specifically emotional exhaustion, depersonalization, and personal accomplishment (Rupert et al., 2009). Furthermore, these results are in line with the interrole conflict aspect of the work-family conflict model, which holds that the demands from work and family may be at odds with one another (Carlson et al., 2000; Vieira et al., 2012). Overall, the findings of this study are in the line with the work-family conflict model in that they support the idea that stress in one domain can spill over into another (Lambert et al., 2010).

The results also showed that behavior-based conflict predicted levels of personal accomplishment. That is, higher scores on the behavior-based scale were associated with lower scores on the personal accomplishment scale. This meant that the more an individual believes the behavior of one of their roles is incompatible with another, they will experience lower levels of personal accomplishment. In terms of the work-family conflict model, the stress or strain that spills over from work to home, or vice versa, can

have negative impacts on one's marital and home life, as it may lead to intimacy issues, decreased or strained time with one's family, job burnout, or couple burnout (see Aryee et al., 1999, Guelzow et al., 1991, Ilies et al., 2015; Kopelman et al., 1983;' Lavee & Ben-ari, 2007). Thus, these results are in line with prior research as well as the work-family conflict model. In addition, the struggle to balance work and home life can negatively affect one's physical and emotional well-being which is consistent with the work-family conflict model (see Cowlishaw et al., 2010; Frone, 2000; Hall et al., 2010). Thus, when an individual is unable to balance behavior expectations at work and at home, they may start to experience strain, frustration, and possibly stop trying in one or both of those places. This may lead to a long-term feeling of inadequacy and failure, and possibly burnout in the long-term. Thus, behavior-based conflict as a predictor for levels of personal accomplishment also falls in line with the work-family conflict model.

Time-based conflict was not found to be significantly related to job burnout. Prior research has shown that the long hours and frequent overtime associated with high-stress occupations may disrupt home and family life and contribute to time-based conflict; time conflicts may lead to frustration toward one's job (see Lambert et al., 2002; Lambert et al., 2010; Shreffler et al., 2011). An individual's commitment to his/her occupation has also been found to be a source of work-family conflict (see Beutell & Greenhaus, 1982; Burke et al., 1980; Frone & Rice, 1987; Greenhaus & Beutell, 1985). The number of hours one works a week is also related to work-family conflict, as less time at home means less time to help with household responsibilities (see Greenhaus & Beutell, 1985; Lorech et al., 1989; Pleck et al., 1980; Voydanoff, 1988). Furthermore, officers may be

asked to work overtime, causing the officer to miss a holiday or important family event. They may also take frustrations they have had at work home with them, affecting their interactions with family members (Lambert et al., 2010). While prior research has shown a connection between the experience that the time devoted to one role makes it difficult to participate in another, time-based conflict was not a significant predictor of job burnout in this study. Participants in this study worked an average of 49 hours per week, which may not have been enough to elicit time-based conflict. As a result, it is also possible that individuals experiencing time-based conflict did not believe they had the time to participate in my study. In addition, it is possible that the spouses/significant others of the participants had a reasonable expectation that their spouses would have to work most holidays and thus it did not cause frustrations at home. In addition, work-family conflict also leads to higher levels of turnover and intentions to leave an organization (Allen et al., 2000). Thus, it is possible that individuals who faced time-based had left their job before it affected them further. One final possibility for this finding regards the age of participants. Younger individuals are more likely to burnout compared to those over 30 or 40 years old (Maslach et al., 2001). In this study, approximately 72% of the participants were over the age of 30, thus it is likely that their age was a mitigating factor for experiencing burnout. Thus, while the work-family conflict model holds that time-based strain may disrupt home and family life and lead to strain in other areas, that was not supported by the results in this study.

Work-Family Conflict and Couple Burnout

The second research question asked to which extent the components of work-family conflict predicted couple burnout. The nature of one's job (e.g., frequent exposure to traumatic events or perceived dangerousness of one's job) may contribute to strain-based conflict because one's significant other may not be able to relate (see Lambert et al., 2006; Lambert et al., 2010), it may lead to numbing, which may cause one to withdraw from one's job, and it may lead to withdrawn behavior and predict intimacy and partner distress (see Cowlishaw et al., 2010; Lambert et al., 2006; Lambert et al., 2010). Researchers have also found that home stress overloads lead to work stress overloads, spousal arguments lead to work arguments, and arguments with children lead to overloads at home and at work (Bolger et al., 1989). Furthermore, working mothers and fathers struggle to meet the demands of their work and family roles (Goldberg et al., 1992). The breaking point of a romantic relationship is referred to as couple burnout (Pines & Nunes, 2003). Couple burnout refers to physical, emotional, and mental exhaustion as it applies to one's relationship (Pines & Nunes, 2003). In unmarried individuals, couple burnout may lead to a cyclical ending of relationships, and in married individuals, couple burnout may lead to divorce (Pines, 1996). Thus, as prior research shows that work family conflict may lead to couple burnout, I examined those variables as well.

The results of this study showed that when individuals experienced the strain of one role interfering with another, it predicted couple burnout. The results of this study also found that when individuals reported that the behaviors of their job were

incompatible with their expected behaviors at home, it predicted couple burnout. These results are consistent with previous research in that stress spillover may have marital consequences (Neff & Karney, 2004), and the struggle to balance work and home life may affect marital and romantic relationships by affecting one's physical and emotional well-being (see Cowlishaw et al., 2010; Frone, 2000; Hall et al., 2010). These finding are also in line with a study done by Amaranto et al. (2003), which found that police officers often find it difficult to detach from their job role in which they are expected not to show emotion, which can affect their emotional availability in the home. These results further align with the ideas that work-family conflict and crossover may lead to withdrawn behavior and lower intimacy in one's relationship (Cowlishaw et al., 2010) and that individuals with high work-related stress may have less motivation to engage with one's partner (Wagner et al., 2014). Thus, the research findings are consistent with the notion that balancing work and family demands may lead to negative consequences in one's relationship. Overall, the findings of this study are in the line with the work-family conflict model in that they support the idea that stress in one domain can spill over into another (Lambert et al., 2010).

Time-based conflict was not a significant predictor of couple burnout in the current study. This is not in line with prior research which has shown that long hours and frequent overtime may disrupt home and family life and contribute to time-based conflict (see Lambert et al., 2002; Lambert et al., 2010; Shreffler et al., 2011). The number of work hours per week has also been related to work-family conflict, as less time at home means less time to help with household responsibilities (see Greenhaus & Beutell, 1985;

Lorech et al., 1989; Pleck et al., 1980; Voydanoff, 1988). Work-family conflict has also been related to affective marital stress in dual-earner couples, as working parents find it difficult to spend time with their family and often split familial needs between the two parents and generally struggle to meet the needs of their children (Guelzow et al., 1991). Thus, it is possible that many of the participants in the study did not have a full-time working spouse, making parenting less of a strain on both partners, and thus less strain in the overall relationship. Furthermore, research has shown that work stress among firefighters leads to family stress and working over 60 hours a week predicted lower satisfaction with their children's behavior and they perceived a higher childcare load (Shreffler et al., 2011). The previous research by Shreffler et al. (2011) supported the work-family conflict model by demonstrating that time-based strain can impact home and family life. However, because the participants in the current study only worked an average of 49 hours a week, it is possible that they did not work enough hours to experience time-based conflict.

Job Burnout and Couple Burnout

The final research question asked to which extent the three aspects of job burnout predicted couple burnout. Research has shown that work-related stress may spillover into one's personal or family life by negatively affecting one's physical and emotional interactions with one's family or significant other (Hall et al., 2010). If one is burnt out at work, burnout may spill over into other areas of one's life, such as one's romantic relationship (Bakker, 2009). Job burnout is significantly related to couple burnout, in that burnout in one area often leads to burnout in the other (Pines & Nunes, 2003). According

to Pines and Nunes (2003), couple burnout and career burnout are the result of feelings of helplessness and a lack of passion. Prior research has also shown that inter-role conflict, balancing work and family life, lead to an increase in withdrawn behavior and a decrease in intimacy in married couples (Cowlishaw et al., 2010).

The results of this study showed that when individuals distanced themselves emotionally and cognitively from their job, it predicted couple burnout. The results also showed that when individuals cognitively distance themselves from their job as a result of exhaustion, it-predicted couple burnout. Thus, burnout in one domain lead to burnout in another. This is in line with prior research done by Pines et al. (2011) who examined the relationship between job burnout and couple burnout, focusing primarily on the emotional exhaustion aspect of job burnout. Pines et al. (2011) found that job related stressors and rewards as well as parent care stressors predicted job burnout, and marital stressors and rewards predicted couple burnout. The current study adds to the research done by Pines et al. in that it looked at all three aspects of job burnout and found significant relationships between all three aspects of job burnout to couple burnout. These findings are also in line with research done by Wagner et al. (2004) who found that individuals with high work-related stress may have less motivation to engage with one's partner. Neff and Karney (2004) also showed that external stress may be linked to internal relationship processes, and stressful experiences have been associated with marital quality over time. Thus, these finding are in line with the work-family conflict model, which states that stress or strain in one area may lead to stress or strain in another. These finding also have implications for the population of interest. If firefighters, police

officers, or correction officers experience emotional and cognitive distance from their jobs, they may also experience those feelings at home. Individuals under stress, emotional exhaustion, and depersonalization are unlikely to perform their daily work duties to the best of their ability. It is very likely that the stress they experience affects their job performance, which affects not only their well-being, but the well-being of society.

Limitations of the Study

A limitation to this study involved sampling of participants. Because I used a convenience sample, my participants were not obtained by random sampling. I had also anticipated to collect data in equal amounts from corrections, firefighting, and law enforcement. However, most of my participants were fire fighters (n = 66), 31 were police officers, and 11 worked in corrections. Thus, my data was weighted toward firefighters. Furthermore, I was unable to recruit any female participants, thus not allowing my findings to be generalizable to females working in these high-stress occupations.

Another limitation of this study was that it is not possible to know if participants responded honestly or with bias due to reporting socially acceptable responses. Based on the content of the questionnaires, participants may have realized what I was attempting to study, and thus, testing might have led to inaccurate results.

Another limitation of this study involved a threat to validity. In correlational designs, it is difficult to draw clear and accurate conclusions regarding causal relationships between variables. While I did find that there were predictors of job burnout

and couple burnout, it is possible that there were other variables that were not assessed that may impact those constructs. For example, my participants may have experienced stress from other aspects of their life. My study focused on two variables that may be related to couple burnout: work-family conflict and job burnout. However, there are a number of variables that might contribute to couple burnout, such as household salary, hours worked per week, level of intimacy, drug and alcohol use, and number of children.

Recommendations

This study could be improved with alternate sampling techniques. The current study used a convenience sample, which is a threat to the validity of the study. I did, however, attempt to recruit participants from many areas of New York City and Long Island, so that the participants did not come from just one geographic area. For future research, purposive sampling could be done to ensure that females get recruited, as well as ensure that all job types are equally represented. Seeking a specific number of females to participant can help to ensure that the results are generalizable to females (Field, 2013). Cluster random sampling could also help to increase validity. If all the police precincts and fire departments are divided into clusters, and the researcher randomly selects clusters to recruit from, that could add some randomness to the selection of participants (Field, 2013). In addition, more than one correctional facility should be surveyed, including a prison. This will allow the data regarding correctios officers to be generalizable.

Further research in this area can be done to increase its generalizability. Research with females working in firefighting, law enforcement, and corrections should be

conducted in an effort to identify any similarities or differences with males in the same occupations. In addition, more research should be done that focuses on law enforcement and corrections, as this study included a majority of firefighters. It is possible that police officers and corrections officers experience job burnout and work-family conflict differently. In comparing firefighters, police officers, and corrections officers, research can show how each group experiences job burnout and work-family conflict, which may help to further hone in on exactly what types of coping skills would be appropriate to each group. The results may show that all three groups are susceptible to job burnout and couple burnout in different ways.

Another recommendation would be to conduct a study with individuals from these three occupations and their spouses. A study that is able to obtain data from individuals in a high-stress occupation and their spouses could examine the dynamics of job burnout and couple burnout more closely under the work-family conflict model. If both spouses show that burnout in one area can lead to burnout in another, it can further the idea that burnout spillover is a naturally recurring phenomenon and that one spouses' stress may cause stress in the other.

A final recommendation would be to include demographic variables into the analysis. It is possible that the factors of age, gender, years on the job, job title, hours a week worked, and how many children a participant had could also add to the relationship between work-family conflict and job burnout, and job burnout and couple burnout. As mentioned in Chapter 1, a potential perceived limitation to the current study was that participants may have felt stress from other aspects of their life, just as much as they did

from work. Thus, while my results showed that aspects of work-family conflict predicted aspects job burnout and aspects of work-family conflict and job burnout predicted couple burnout, it may have been those alternate stressors that lead to burnout. Thus, it is possible that other factors, either at home or at work, play into the relationship between job burnout and couple burnout. This would add to prior research in that demands of being a parent, the number of children one has, and the ages of the children one has are all related to work-family conflict, as these all add to one's familial demands and increase one's level of stress (see Bedeian, Burke, & Moffett, 1988; Lorech et al., 1989; Voydanoff, 1988). In addition, Barnett and Baruch (1985) found that mothers experience higher levels of stress and work-family conflict-compared to women who did not have children. The current study did not delineate individuals who had children, or how many children, from those who did not when conducting the standard multiple regressions. I would expect the relationship of work-family conflict to burnout to be even stronger if one has children and the added stressors they bring to parents and the family unit as a whole.

Implications

For individuals who work in highly stressful occupations in which prolonged stressors can affect their emotional and cognitive well-being, and thus their ability to adequately perform their job responsibilities, the ability to balance one's work and home life is a growing issue in this country (Zekeck, 1992). This study addressed a gap in the literature by examining which factors of job burnout predict couple burnout. This study was unique in that it attempted to research an area of career-related stress that had not

been studied. That is, the current study specifically examined how all three dimensions of job burnout (emotional exhaustion, depersonalization, personal accomplishment) predicted couple burnout. This study is important because in a society in which divorce is on the rise, and job burnout and work-family conflict may contribute to the rate of divorce. This study helped shed light on which factors of job burnout led to issues in intimate relationships, as shown through couple burnout.

This research study has the potential to create positive social change. These research findings indicated that working in stressful fields may have unforeseen consequences. Addressing the cyclical nature of job burnout and couple burnout may lead to increased well-being in society: physically, emotionally, and psychologically. Offering employees in these organizations resources to help mitigate the feelings of behavior-based conflict, strain-based conflict, emotional exhaustion and depersonalization may help to increase their quality of life and overall well-being. This may, in turn, make them more valuable to the organizations to which they work and help retain them as employees for long periods of time and continue to offer a high level of service to the populations for which they work.

The results from this study can assist in positive social change within the major organizations for which firefighters, police officers, and corrections officers work in the greater New York area. Fire stations, police precincts, jails, and prisons can apply the findings of this study to their hiring and training practices. By setting reasonable expectations for prospective employees of the unforeseen risks to working in such occupations, it can help to decrease turnover and absenteeism in the long term. Seminars

and training for professionals could incorporate training on coping skills. These seminars could include skills on how to develop healthy responses to stress, how to establish boundaries, how to take time to recharge and relax, and how and where to ask for support (APA, 2018). This study could assist professions in identifying unhealthy coping skills and to develop a treatment plan to develop healthy coping skills for firefighters, police officers, and corrections officers.

Conclusion

This study was conducted to fill the gap in the literature on work-family conflict, job burnout, and couple burnout. Increasing education on which aspects of work-family conflict and job burnout predict couple burnout can help to increase awareness and well-being for individuals working in high-stress occupations. It can also help to retain employees in such occupations, allow employees to deliver a high level of service to the populations in which they serve, and most importantly, allow these individuals to maintain balance at home with their spouses and children.

This study provided insight into the aspects of work-family conflict and job burnout and how they predict couple burnout. This study found that when individuals experience the strain of one role interfering with another, it can lead to emotional exhaustion and depersonalization; that is strain-based was a significant predictor of emotional exhaustion and depersonalization. This study also found that when individuals believe that the behaviors of their job are incompatible with their expected behaviors at home, it can also lead to emotional exhaustion and depersonalization; that is, behavior-based conflict was a significant predictor of emotional exhaustion and depersonalization.

This study also found that behavior-based conflict predicted levels of personal accomplishment. That is, the more an individual reports the behavior of one of their roles is incompatible with another, the lower their levels of personal accomplishment. Furthermore, this study found that when individuals experience the strain of one role interfering with another, it can lead to couple burnout; that is strain-based conflict predicted couple burnout. This study also found that when individuals report that the behaviors of their job are incompatible with their expected behaviors at home, it can lead to couple burnout. That is behavior-based conflict predicted couple burnout. Finally, this study found that emotional and cognitive distance from one's job can predict couple burnout.

This study aimed to provide information as to which aspects of work-family conflict and job burnout predict couple burnout. Findings from this study can assist in future research towards work-family conflict and burnout. This can be done by providing insights on how to mitigate job burnout and couple burnout. It can also be achieved by examining these constructs in other populations while taking into account gender, age, race, location, and job title. Finally, using information from both the individuals in the high-stress occupations and their spouses can also add to future research in the field.

References

Adriaenssens, J., De Gucht, V., & Maes, S. (2015). Causes and consequences of occupational stress in emergency nurses, a longitudinal study. *Journal of Nursing Management, 23*(3), 346–358. doi:10.1111/jonm.12138

Agnew, R., Brezina, T., Wright, J. P., & Cullen, F. T. (2002). Strain, personality traits, and delinquency: Extending general strain theory. *Criminology*, *40* (1), 43–72. https://doi.org/10.1111/j.1745-9125.2002.tb00949.x

Alarcon GM. (2011). A meta-analysis of burnout with job demands, resources, and attitudes. *Journal of Vocational Behavior, 79*(2): 549–62. doi.org/10.1016/j.jvb.2011.03.007

Allen, T. D., Herst, D. E., Bruck, C. S., & Sutton, M. (2000). Consequences associated with work-to-family conflict: a review and agenda for future research. *Journal of occupational health psychology*, *5*(2), 278. https://dx.doi.org/10.1037/1076-8998.5.2.278

Amaranto, E., Steinberg, J., Castellano, C., & Mitchell, R. (2003). Police stress interventions. *Brief Treatment and Crisis Interventions, 3,* 47–53. Retrieved from: https://btci.stanford.clockss.org/cgi/reprint/3/1/47.pdf

Ângelo, R. P., & Chambel, M. J. (2015). The reciprocal relationship between work characteristics and employee burnout and engagement: A longitudinal study of firefighters. *Stress and Health: Journal of The International Society for the Investigation of Stress, 31*(2), 106–114. doi:10.1002/smi.2532

American Psychological Association. (2018). Coping with Stress at Work. Retrieved

from Retrieved fom: https://www.apa.org/helpcenter/work-stress.aspx

Artazcoz, L., Cortex, I., Escriba-Aguir, V., Cascant, L., & Villegas, R. (2009). Understanding the relationship of long working hours with health status and health-related behaviors. *Journal of Epidemiology and Community Health, 63,* 521–527. dx.doi.org/10.1136/jech.2008.082123

Aryee, S. (1992). Antecedents and outcomes of work-family conflict among married professional women: Evidence from Singapore. *Human Relations, 45*(8), 813–817, 819–837. doi.org/10.1177/001872679204500804

Aryee, S. (1993). Dual-earner couples in Singapore: An examination of work and nonwork sources of their experienced burnout. *Human Relations, 46,* 1441–1468. doi.org/10.1177/001872679304601205

Aryee, S., Luk, V, Leung, A., & Lo, S. (1999). Role stressors, interrole conflict, and well-being: The moderating influence of spousal support and coping behaviors among employed parents in Hong Kong. *Journal of Vocational Behavior, 54,* 259–278. Retrieved from: https://s3.amazonaws.com/academia.edu.documents/50945034/jvbe.1998.166720161217-29010-112uh95.pdf?AWSAccessKeyId=AKIAIWOWYYGZ2Y53UL3A&Expires=1546961524&Signature=nq5ntmSD2ESpVPz0txaRB8STyxI%3D&response-content-disposition=inline%3B%20filename%3DRole_Stressors_Interrole_Conflict_and_We.pdf

Auerbach, S.M., Quick, B.G., & Pegg, P.O. (2003). General job stress and job-specific stress in juvenile correctional officers. *Journal of Criminal Justice, 31,* 25–36.

https://doi.org/10.1016/S0047-2352(02)00197-6

Bakker, A. B. (2009). The crossover of burnout and its relation to partner health. *Stress and Health: Journal of the International Society for the Investigation of Stress, 25*(4), 343–353. doi:10.1002/smi.1278

Bakker, A. B., & Heuven, E. (2006). Emotional dissonance, burnout, and in-role performance among nurses and police officers. *International Journal of Stress Management, 13*, 423–440. http://dx.doi.org/10.1037/1072-5245.13.4.423

Balch, R. W. (1972). The police personality: Fact or fiction?. *Journal of Criminal Law, Criminology & Police Science, 63*(1), 106-119. doi: 10.2307/1142281

Barnett, R. C., & Baruch, G. K. (1985). Women's involvement in multiple roles and psychological distress. *Journal of Personality and Social Psychology, 49*(1), 135–145. doi:10.1037/0022-3514.49.1.135

Barton, J., & Folkard, S. (1991). The response of day and night nurses to their work schedules. *Journal of Occupational Psychology, 64*(3), 207–218. doi:10.1111/j.2044-8325.1991.tb00555.x

Basinska, B. A., & Wiciak, I. (2012). Fatigue and professional burnout in police officers and firefighters. *Internal Security, 4*(2), 267–275. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=tsh&AN=86071308&site=eds-live&scope=site

Baumann, M. R., Gohm, C. L., & Bonner, B. L. (2011). Phased training for high-reliability occupations: Live-fire exercises for civilian firefighters. *Human factors, 53*(5), 548-557. https://doi.org/10.1177/0018720811418224

Beatty, C. A. (1996). The stress of managerial and professional women: Is the price too high? *Journal of Organizational Behavior*, *17*, 233–251. https://doi.org/10.1002/(SICI)1099-1379(199605)17:3<233::AID-JOB746>3.0.CO;2-V

Bedeian, A., Burke, G., & Moffett, R. (1988). Outcomes of work-family conflict among married male and female professionals. *Journal of Management*, *14*, 475–491. https://doi.org/10.1177/014920638801400310

Benedek, D. M., Fullerton, C., & Ursano, R. J. (2007). First Responders: Mental Health Consequences of Natural and Human-Made Disasters for Public Health and Public Safety Workers. *Annual Review of Public Health*, *28*, 55–68. https://doi-org.ezp.waldenulibrary.org/10.1146/annurev.publhealth.28.021406.144037

Beutell, N., & Greenhaus, J. (1982). Interrole conflict among married women: The influence of husband and wife characteristics on conflict and coping behavior. *Journal of Vocational Behavior*, *21*, 99–110. https://doi.org/10.1016/0001-8791(82)90055-0

Blau, J., Light, S., & Chamlin, M. (1986). Individual and contextual effects on stress and job satisfaction: A study of prison staff. *Work and Occupations*, *13*, 131–156. https://doi.org/10.1177/0730888486013001009

Bolger, N., DeLongis, A., Kessler, R. C., & Wethington, E. (1989). The contagion of stress across multiple roles. *Journal of Marriage and The Family*, *51*(1), 175-183. doi:10.2307/352378

Brauchli, R., Bauer, G. F., & Hämmig, O. (2011). Relationship between time-based

work-life conflict and burnout: A cross-sectional study among employees in four large Swiss enterprises. *Swiss Journal of Psychology / Schweizerische Zeitschrift Für Psychologie / Revue Suisse De Psychologie, 70*(3), 165–173. doi:10.1024/1421-0185/a000052

Braunstein-Bercovitz, H. (2013). A multidimensional mediating model of perceived resource gain, work–family conflict sources, and burnout. *International Journal of Stress Management, 20*(2), 95–115. doi:10.1037/a0032948

Brett, J. M., Stroh, L. K., & Reilly, A. H. (1992). What is it like being a dual career manager in the 1990's? In S. Zedeck (Ed.), *Work, families, and organizations*. San Francisco, CA: Jossey-Bass. Retrieved from: http://psycnet.apa.org/record/1992-97601-004

Brody, G. H., Chen, Y.-F., Murry, V. M., Simons, R. L., Ge, X., Gibbons, F. X… Cutrona, C. (2006). Perceived discrimination and the adjustment of African American youths: A five-year longitudinal analysis with contextual moderation effects. *Child Development, 77* (5), 1170–1189. doi:10.1111/j.1467-8624.2006.00927.x

Buck, A. A., & Neff, L. A. (2012). Stress spillover in early marriage: The role of self-regulatory depletion. *Journal of Family Psychology, 26*(5), 698–708. doi:10.1037/a0029260

Bureau of Labor Statistics. 2015. Employment characteristics of families summary. Retrieved from http://www.bls.gov/news.release/famee.t02.htm

Burke, R., & Deszca, E. (1986). Correlates of psychological burnout phases among police

officers. *Human Relations*, *39*, 487–502. https://doi.org/10.1177/001872678603900601

Burke, R.J. & Greenglass, E.R. (2001). Hospital restructuring, work-family conflict and psychological burnout among nursing staff. *Psychological Heath*, *16:5*, 583–594. doi: 10.1080/08870440108405528

Burke, R., Weir, T., & Duwars, R. (1980). Work demands on administrators and spouse well-being. *Human Relations*, *33*, 253–278. https://doi.org/10.1080/08870440108405528

Butler, A. B., Grzywacz, J. G., Bass, B. L., & Linney, K. D. (2005). Extending the demands-control model: A daily diary study of job characteristics, work-family conflict and work-family facilitation. *Journal of Occupational & Organizational Psychology*, *78*(2), 155–169. doi:10.1348/096317905X40097

Callanan, V. J., & Rosenberger, J. S. (2011). Media and public perceptions of the police: Examining the impact of race and personal experience. *Policing & Society*, *21*(2), 167–189. https://doi.org/10.1080/10439463.2010.540655

Caplan, R. D. (1987). Person-environment fit theory and organizations: Commensurate dimensions, time perspectives, and mechanisms. *Journal of Vocational Behavior*, *31*, 248–267. doi:10.1016/0001-8791(87)90042-X

Carlson, D. S., Kacmar, K. M., & Williams, L. J. (2000). Construction and initial validation of a multidimensional measure of work–family conflict. *Journal of Vocational Behavior*, *56*(2), 249–276. https://doi.org/10.1006/jvbe.1999.1713

Castle, T. L., & Martin, J. S. (2006). Occupational hazard: Predictors of stress among jail

correctional officers. *American Journal of Criminal Justice, 31*(1), 65–80. doi:10.1007/BF02885685

Cheek, F., & Miller, M. (1983). The experience of stress for correctional officers: A double-blind theory of correctional stress. *Journal of Criminal Justice, 11*, 105–120. https://doi.org/10.1016/0047-2352(83)90046-6

Chen, M., & Cunradi, C. (2008). Job stress, burnout and substance use among urban transit operators: The potential mediating role of coping behaviour. *Work & Stress*, *22*(4), 327–340. doi:10.1080/02678370802573992

Cherniss, C. (1980). *Staff burnout: Job stress in the human services* (p. 18). Beverly Hills, CA: Sage Publications.

Chopko, B. A., Palmieri, P. A., & Adams, R. E. (2013). Associations between police stress and alcohol use: Implications for practice. *Journal of Loss And Trauma, 18*(5), 482–497. doi:10.1080/15325024.2012.719340

Conger, R. D., Lorenz, F. O., Elder Jr, G. H., Simons, R. L., & Ge, X. (1993). Husband and wife differences in response to undesirable life events. *Journal of Health and Social Behavior, 34*, 71–88. doi: 10.2307/2137305

Costa, G. (1996). The impact of shift and night work on health. *Applied Ergonomics, 27*(1), 9–16. https://doi.org/10.1016/0003-6870(95)00047-X

Cowlishaw, S., Evans, L., & McLennan, J. (2010). Work-family conflict and crossover in volunteer emergency service workers. *Work & Stress*, *24*(4), 342–358. doi:10.1080/02678373.2010.532947

Creswell, J. (2009). *Research design: Qualitative, quantitative, and mixed methods*

approaches (3rd ed.). Thousand Oaks, CA: Sage Publications.

Crouter, A. C., & Bumpus, M. F. (2001). Linking parents' work stress to children's and adolescents' psychological adjustment. *Current Directions in Psychological Science (Wiley-Blackwell), 10*(5), 156. https://doi.org/10.1111/1467-8721.00138

Cynthia A., B., & Renn, U. (2007). A Developmental–Contextual Model of Couples Coping With Chronic Illness Across the Adult Life Span. *Psychological Bulletin*, (6), 920. https://doi-org.ezp.waldenulibrary.org/10.1037/0033-2909.133.6.920

Darr, W., & Johns, G. (2008). Work strain, health, and absenteeism: A meta-analysis. *Journal of Occupational Health Psychology*, *13*(4), 293–318. doi:10.1037/a0012639

Department of Corrections. (2016). NYC Department of Correction Demographic Report—October 14, 2016. Retrieved from: https://council.nyc.gov/budget/wpcontent/uploads/sites/54/2016/06/NYC-Department-of-Correction-Uniform-Demographic-Report-with-Supervisor-Breakdown-11.1.16.pdf

Dobson, M., Choi, B., Schnall, P., Israel, L., & Baker, D. (2011, May). Surface Acting and Deep Acting: Emotional Labor and Burnout in Firefighters. Retrieved from: https://unhealthywork.org/wp-content/uploads/Dobson_APANIOSH_ Abstract2011.pdf

Dowden, C., & Tellier, C. (2004). Predicting work-related stress in correctional officers: A meta-analysis. *Journal of Criminal Justice, 32*, 31–47. https://doi.org/10.1016/j.jcrimjus.2003.10.003

Faul, F., Erdfelder, E., Buchner, A., & Lang, A. G. (2009). Statistical power analyses using G*Power 3.1: Tests for correlation and regression analysis. Behavior Research Methods, 41, 1149-1160. https://doi-org.ezp.waldenulibrary.org/10.3758/BRM.41.4.1149

Fekedulegn, D., Burchfiel, C. M., Hartley, T. A., Andrew, M. E., Charles, L. E., Tinney-Zara, C. A., & Violanti, J. M. (2013). Shiftwork and sickness absence among police officers: The BCOPS study. *Chronobiology International*, *30*(7), 930–941. doi:10.3109/07420528.2013.790043

Field, A. (2013). *Discovering statistics using IBM SPSS Statistics* (4th ed.). London, UK: Sage.

Finney, C., Stergiopoulos, E., Hensel, J., Bonato, S., & Dewa, C. S. (2013). Organizational stressors associated with job stress and burnout in correctional officers: a systematic review. *BMC public health*, *13*(1), 82. https://doi.org/10.1186/1471-2458-13-82

Fire Department New York. (2017). Fire Fighter Civil Service Exam, 2012 Results: Admissions and Graduation Statistics Break Down by Race and Gender. Retrieved from: https://www1.nyc.gov/assets/fdny/downloads/pdf/about/fdny-demographics-a-03-09-2017.pdf

Frankfort-Nachmias, C., &Nachmias, D. (2008). *Research methods in the social sciences (7th ed.).* New York, NY: Worth.

Frone, M. R. (2000). Work-family conflict and employee psychiatric disorders: The national comorbidity survey. *Journal of Applied Psychology, 85*, 888–895.

doi:10.1037/0021-9010.85.6.888

Frone, M. R. (2003). Work-family balance. In J. Quick & L. Tetrick (Eds.), *Handbook of occupational health psychology* (pp. 143–162). Washington, DC: American Psychological Association.

Frone, M. R., Russell, M., & Cooper, M. L. (1992). Antecedents and outcomes of work-family conflict: testing a model of the work-family interface. *Journal of applied psychology*, *77*(1), 65. https://doi-org.ezp.waldenulibrary.org/10.1037/0021-9010.77.1.65

Frone, M.R., Russell, M., & Cooper, M. L. (1997). Relation of work-family conflict to health outcomes: A four-year longitudinal study of employed parents. *Journal of Occupational and Organizational Psychology*, *70*, 325–335. https://doi.org/10.1111/j.2044-8325.1997.tb00652.x

Garner, B., Knight, K., & Simpson, D. (2007). Burnout among corrections-based drug treatment staff: impact of individual and organizational factors. *International Journal of Offender Therapy and Comparative Criminology*, *51*, 510–522. https://doi.org/10.1177/0306624X06298708

Goldberg, W. A., Greenberger, E., Hamill, S., & O'Neil, R. (1992). Role demands in the lives of employed single mothers with preschoolers. *Journal of Family Issues*, *13*, 312–333. doi:10.1177/019251392013003004

Googins, B. K. (1991). Work / Family Conflicts: Private Lives-Public Responses. New York. NY: Auburn House.

Grant-Vallone, E. J., & Donaldson, S. I. (2001). Consequences of work-family conflict

on employee well-being over time. *Work & Stress*, *15*(3), 214–226. doi:10.1080/02678370110066544

Greenhaus, J. H., & Beutell, N. J. (1985). Sources of conflict between work and family roles. *Academy of Management Review*, *10*(1), 76–88. https://doi.org/10.5465/amr.1985.4277352

Griffin, M. (2006). Gender and stress: a comparative assessment of sources of stress among correctional officers. *Journal of Contemporary Criminal Justice*, 22, 5–25. https://doi.org/10.1177/1043986205285054

Grosswald, B. (2004). The effects of shift work on family satisfaction. *Families in Society*, *85*(3), 413–423. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=edsgea&AN=edsgcl.123362532&site=eds-live&scope=site

Guelzow, M. G., Bird, G. Q., & Koball, E. H. (1991). An exploratory path analysis of the stress process for dual-career men and women. *Journal of Marriage and the Family*, *53*, 151–164. doi: 10.2307/353140

Halbesleben. J.R.B. (2009). The influence of shift work on emotional exhaustion in firefighters. *International Journal of Workplace Health Management, 2*(2), 115–130. doi:http://dx.doi.org/10.1108/17538350910970200

Halbesleben J.R.B, Demerouti E. (2005). The construct validity of an alternative measure of burnout: Investigating the English translation of the Oldenburg Burnout Inventory. *Work & Stress*, *19*. https://doi.org/10.1080/02678370500340728

Hall, G. B., Dollard, M. F., Tuckey, M. R., Winefield, A. H., & Thompson, B. M. (2010).

Job demands, work–family conflict, and emotional exhaustion in police officers: A longitudinal test of competing theories. *Journal Of Occupational And Organizational Psychology*, *83*(1), 237–250. doi:10.1348/096317908X401723

Hartley, D. J., Davila, M. A., Marquart, J. W., & Mullings, J. L. (2013). Fear is a disease: The impact of fear and exposure to infectious disease on correctional officer job stress and satisfaction. *American Journal Of Criminal Justice*, *38*(2), 323-340. doi:10.1007/s12103-012-9175-1

Haynie, D. L., Weiss, H. E., & Piquero, A. (2008). Race, the economic maturity gap, and criminal offending in young adulthood. *Justice Quarterly*, *25* (4), 595–622. doi:10.1080/07418820801907983

Higgins, C. A., & Duxbury, L. E. (1992). Work-family conflict: A comparison of dual-career and traditional-career men. *Journal of Organizational Behavior*, *13*, 389–411. https://doi.org/10.1002/job.4030130407

Holahan, C., & Gilbert, I. (1979). Conflict between major life roles: Women and men in dual career couples. *Human Relations*, *32*, 451–467. https://doi.org/10.1177/001872677903200602

Houseknecht, S. K. & Macke, A. S. (1981). Combining marriage and career: The marital adjustment of professional women. *Journal of Marriage and the Family*, *43*, 651–661. doi: 10.2307/351766

Ilies, R., Huth, M., Ryan, A. M., & Dimotakis, N. (2015). Explaining the links between workload, distress, and work–family conflict among school employees: Physical, cognitive, and emotional fatigue. *Journal Of Educational Psychology*, *107*(4),

1136–1149. doi:10.1037/edu0000029

Jackson, S. E., & Maslach, C. (1982). After-effects of job-related stress: families as victims. *Journal Of Occupational Behavior*, *3*(1), 63-77. https://doi.org/10.1002/job.4030030106

Jamal, M. (2004). Burnout, stress and health of employees on non-standard work schedules: A study of Canadian workers. *Stress And Health: Journal Of The International Society For The Investigation Of Stress*, *20*(3), 113–119. doi:10.1002/smi.1012

Jamal, M., & Baba, V. V. (1992). Shiftwork and department-type related to job stress, work attitudes and behavioral intentions: A study of nurses. *Journal Of Organizational Behavior*, *13*(5), 449–464. doi:10.1002/job.4030130503

Jayaratne, S., Chess, W. A., & Kunkel, D. A. (1986). Burnout: Its impact on child warfare workers and their spouses. *Social Work*, *31*(1), 53–58. https://doi.org/10.1093/sw/31.1.53

Kandolin, I. (1993). Burnout of female and male nurses in shift work. *Ergonomics*, *36*,141–147. https://doi.org/10.1080/00140139308967865

Kinnunen, U., & Mauno, S. (1998). Antecedents and outcomes of work-family conflict among employed women and men in Finland. *Human Relations*, *51*(2), 157–177. https://doi.org/10.1177/001872679805100203

Kirchmeyer, C., & Cohen, A. (1999). Different strategies for managing the work/non work interface: A test for unique pathways to work outcomes. *Work & Stress*, *13*, 59 –73. https://doi.org/10.1080/026783799296192

Kop, N., Euwema, M., & Schaufeli, W. (1999). Burnout, job stress and violent behaviour among Dutch police. *Work & Stress, 13*(4), 326–340. doi:10.1080/02678379950019789

Kopelman, R., Greenhaus, J., & Connolly, T. (1983). A model of work, family, and interrole conflict: A construct validation study. *Organizational Behavior and Human Performance, 32*, 198–215. https://doi.org/10.1016/0030-5073(83)90147-2

Lambert, E. G., Cluse-Tolar, T., & Hogan, N. L. (2007). The job of killing time: The impact of job characteristics on correctional staff job stress. *Applied Psychology in Criminal Justice*, *3*(2), 117–142. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=psyh&AN=2008-11363-002&site=eds-live&scope=site

Lambert, E., Hogan, N. L., & Altheimer, I. (2010). The association between work-family conflict and job burnout among correctional staff: A preliminary study. *American Journal of Criminal Justice, 35*(1-2), 37–55. doi:10.1007/s12103-009-9067-1

Lambert, E., Hogan, N., & Berton, S. (2002). The impact of work-family conflict on correctional staff job satisfaction. *American Journal of Criminal Justice, 27,* 35–52. https://doi-org.ezp.waldenulibrary.org/10.1007/BF02898969

Lambert, E., Hogan, N., Camp, S., & Ventura, L., (2006). The impact of work-family conflict on correctional staff: A preliminary study among private prison staff. *International Journal: Criminology and Criminal Justice, 27:35,* 371–387. https://doi.org/10.1177/1748895806068572

Lambert, E., Hogan, N., & Tucker, K. (2009). Problems at work: Exploring the correlates of role stress among correctional staff. *The Prison Journal*, *89* (4), 461–481. doi: 0.1177/0032885509351006

Lambert, E., Hogan, N. L., & Altheimer, I. (2010). The association between work-family conflict and job burnout among correctional staff: A preliminary study. *American Journal Of Criminal Justice*, *35*(1–2), 37–55. doi:10.1007/s12103-009-9067-1

Larson, R. W., & Almeida, D. M.. (1999). Emotional Transmission in the Daily Lives of Families: A New Paradigm for Studying Family Process. *Journal of Marriage and Family*, *61*(1), 5–20. http://doi.org/10.2307/353879

Lavee, Y. & Ben-Ari, A. (2007). Relationship of Dyadic Closeness With Work-Related Stress: A Daily Diary Study. *Journal Of Marriage & Family*, *69*(4), 1021–1035. doi:10.1111/j.1741-3737.2007.00428.x

Lazarus, R. S. (1999). Stress and emotion: A new synthesis. New York, NY: Springer.

Lee R.T. & Ashforth B.E. (1996). A meta-analytic examination of the correlates of the three dimensions of job burnout. *Journal of Applied Psychology*, *81*(2), 123–33.

Lindquist, C.A., & Whitehead, J T. (1986). Burnout, job stress, and job satisfaction among southern correctional officers: Perceptions and causal factors. *Journal of Offender Counseling, Services, & Rehabilitation*, *10* (4), 5–26. https://doi-org.ezp.waldenulibrary.org/10.1037/0021-9010.81.2.123

Lorech, K., Russell, J., & Rush, M. (1989). The relationships among family domain variables and work-family conflict for men and women. *Journal of Vocational Behavior*, *35*, 288–308. https://doi.org/10.1016/0001-8791(89)90031-6

Lourel, M., Abdellaoui, S., Chevaleyre, S., Paltrier, M., & Gana, K. (2008). Relationships between psychological job demands, job control and burnout among firefighters. *North American Journal Of Psychology*, *10*(3), 489–495. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=psyh&AN=2008-18014-005&site=eds-live&scope=site

Lowry, M. M. (2008). Keeping the flame alive: A qualitative analysis of marital satisfaction and resiliency among firefighters and their spouses. Dissertation Abstracts International: Section B: The Sciences and Engineering, 68 (7-B), 4889.

Lu, L., Kao, S., Cooper, C. L., Allen, T. D., Lapierre, L. M., O'Driscoll, M., & ... Spector, P. E. (2009). Work resources, work-to-family conflict, and its consequences: A Taiwanese-British cross-cultural comparison. *International Journal Of Stress Management*, *16*(1), 25–44. doi:10.1037/a0013988

Mandy A, Tinley P. 2004. Burnout and occupational stress. *Journal of American Podiatric Medicine Association*, 94(3): 282–291. https://doi.org/10.7547/0940282

Marshall, M. N. (1996). Sampling for qualitative research. *Family practice*, *13*(6), 522-526. https://doi.org/10.1093/fampra/13.6.522

Maslach, C. (1982). *Burnout: The cost of caring*. Englewood Cliffs: Prentice Hall.

Maslach, C. (2003). Job burnout: new directions in research and intervention. *Current Directions In Psychological Science (Wiley-Blackwell)*, *12*(5), 189. doi:10.1111/1467-8721.01258

Maslach, C., & Jackson, S. E. (1981). The measurement of experienced burnout. *Journal Of Occupational Behavior*, *2*(2), 99-113. https://doi-

org.ezp.waldenulibrary.org/10.1002/job.4030020205

Maslach, C., Jackson S., Leiter, M., Schaufeli, W., & Schwab, R. (1986). Maslach Burnout Inventory Manual, General Survey, Human Services Survey, Educators Survey, and Scoring Guides. Menlo Park, CA: Mind Garden.

Maslach, C., Schaufeli, W.B., Leiter, M. P. (2001). Job burnout. *Annual Review of Psychology*, *52* (2001), pp. 397–422. https://doi.org/10.1146/annurev.psych.52.1.397

Mather, L., Blom, V., & Svedberg, P. (2014). Stressful and traumatic life events are associated with burnout—A cross-sectional twin study. *International Journal Of Behavioral Medicine, 21*(6), 899-907. doi:10.1007/s12529-013-9381-3

Melchior, M., Caspi, A., Milne, B. J., Danese, A., Poulton, R., & Moffitt, T. E. (2007). Work stress precipitates depression and anxiety in young working women and men. *Psychological Medicine*, *37* (8), 1119–1129. https://doi.org/10.1017/S0033291707000414

Meuwly, N., Bodenmann, G., Germann, J., Bradbury, T. N., Ditzen, B., & Heinrichs, M. (2012). Dyadic coping, insecure attachment, and cortisol stress recovery following experimentally induced stress. *Journal of Family Psychology*, *26*, 937–947. http://dx.doi.org/10.1037/a0030356

Mitani, S., Fujita, M., Nakata, K., & Shirakawa, T. (2006). Impact of post-traumatic stress disorder and job-related stress on burnout: A study of fire service workers. *Journal of Emergency Medicine*, *31* (1), 7–11. https://doi.org/10.1016/j.jemermed.2005.08.008

Morgan, R. D., Van Haveren, R. A., & Pearson, C. A. (2002). Correctional officer burnout: Further analyses. *Criminal Justice and Behavior*, *29*, 144 –160. https://doi.org/10.1177/0093854802029002002

Mosadeghrad, A. M. (2013). Occupational Stress and Turnover Intention: Implications for Nursing Management. *International Journal of Health Policy and Management, 1*(2), 169–176. http://doi.org/10.15171/ijhpm.2013.30

Neff, L. A., & Karney, B. R. (2004). How does context affect intimate relationships? Linking external stress and cognitive processes within marriage. *Personality and Social Psychology Bulletin*, *30*, 134–148. doi:10.1177/0146167203255984

Netermeyer, R., Boles, J., & McMurrian, R. (1996). Development and validation of work-family conflict and family-work conflict scales. *Journal of Applied Psychology*, *81*, 400–410. http://dx.doi.org/10.1037/0021-9010.81.4.400

Neveu, J.-P. (2007). Jailed resources: conservation of resources theory as applied to burnout among prison guards. *Journal of Organizational Behavior*, *28*, 21–42. https://doi.org/10.1002/job.393

New York Police Department. (2018). Current NYPD Members of Service. Retrieved from: https://www1.nyc.gov/site/ccrb/policy/data-transparency-initiative-mos.page

Noor, N. M. (2004). Work-Family Conflict, Work- and Family-Role Salience, and Women's Well-Being. *Journal Of Social Psychology*, *144*(4), 389-405. https://doi.org/10.3200/SOCP.144.4.389-406

O'Driscoll, M. P., Ilgen, D, R., & Hildreth, K. (1992). Time devoted to job and off-job

activities, interrole conflict, and affective experiences. *Journal of Applied Psychology*, *77*, 272–279. https://doi-org.ezp.waldenulibrary.org/10.1037/0021-9010.77.3.272

Pagon, M., Spector, P. E., Cooper, C. L., & Lobnikar, B. (2011). Managers in suits and managers in uniforms: Sources of stress and occupational outcomes. *International Journal of Police Science and Management, 13*, 211–222. https://doi.org/10.1350/ijps.2011.13.3.245

Paley, M.J., & Tepas, D.I. (1994). Fatigue and the shiftworker: Firefighters working on a rotating shift schedule. *Human Factors, 36,* 269–284. https://doi.org/10.1177/001872089403600208

Parasuraman, S., & Alutto, J. A. (1984). Sources and outcomes of stress in organizational settings: Toward the development of a structural model. *Academy of Management Journal*, *27*(2), 330-350. doi:10.2307/255928

Parasuraman, S., Greenhaus, J. H., & Granrose, C. S. (1992). Role stressors, social support, and well-being among two-career couples. *Journal of Organizational Behavior*, *13*(4), 339–356. https://doi.org/10.1002/job.4030130403

Parkes, A., Sweeting, H., & Wight, D. (2015). Parenting stress and parent support among mothers with high and low education. *Journal of Family Psychology, 29*(6), 907-918. doi:10.1037/fam0000129

Patten, S. B., Williams, J. A., Lavorato, D. H., Berzins, S., Metz, L. M., & Bulloch, A. M. (2012). Health status, stress and life satisfaction in a community population with MS. *The Canadian Journal of Neurological Sciences / Le Journal Canadien*

Des Sciences Neurologiques, *39*(2), 206-212. https://doi.org/10.1017/S031716710001324X

Paton, D., & Violanti, J.M. (1996). *Traumatic stress in critical occupations*. Springfield, IL: Charles C. Thomas.

Peeters, M. C. W., Montgomery, A. J., Bakker, A. B., & Schaufeli, W. B. (2005). Balancing work and home: How job and home demands are related to burnout. *International Journal of Stress Management*, *12*, 43– 61. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=edsovi&AN=edsovi.00042123.200502000.00003&site=eds-live&scope=site

Pines, A. M. (1996). *Couple Burnout*. New York: Rouledge.

Pines, A. (2013). *Couple burnout: Causes and cures*. Routledge.

Pines, A. M., Neal, M. B., Hammer, L. B., & Icekson, T. (2011). Job Burnout and Couple Burnout in Dual-earner Couples in the Sandwiched Generation. *Social Psychology Quarterly*, *74*(4), 361–386. doi:10.1177/0190272511422452

Pines, A. M., & Nunes, R. (2003). The relationship between career and couple burnout: Implications for career and couple counseling. *Journal Of Employment Counseling*, *40*(2), 50–64. https://doi.org/10.1002/j.2161-1920.2003.tb00856.x

Pleck, J. H., Staines, G. L., & Lang, L. (1980). Conflicts between work and family life. Monthly *Lab. Rev.*, *103*, 29. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=6002127&site=eds-live&scope=site

Pole, N., Neylan, T. C., Otte, C., Henn-Hasse, C., Metzler, T. J., & Marmar, C. R. (2009). Prospective prediction of posttraumatic stress disorder symptoms using fear potentiated auditory startle responses. *Biological Psychiatry*, *65*(3), 235–240. doi:10.1016/j.biopsych.2008.07.015

Queirós, C., Kaiseler, M., & da Silva, A. L. (2013). Burnout as predictor of aggressivity among police officers. *Journal of Police Studies/Cahiers Politiestudies*, *1*(2). Retrieved from: https://repositorio-aberto.up.pt/bitstream/10216/70088/2/87287.pdf

Regehr, C., Dimitropoulos, G., Bright, E., George, S., & Henderson, J. (2005). Behind the Brotherhood: Rewards and Challenges for Wives of Firefighters. *Family Relations: An Interdisciplinary Journal of Applied Family Studies*, *54*(3), 423–435. doi:10.1111/j.1741-3729.2005.00328.x

Repetti, R. L. (1989). Effects of daily workload on subsequent behavior during marital interaction: The roles of social withdrawal and spouse support. *Journal Of Personality And Social Psychology*, *57*(4), 651–659. doi:10.1037/0022-3514.57.4.651

Rupert, P. A., Stevanovic, P., & Hunley, H. A. (2009). Work-family conflict and burnout among practicing psychologists. *Professional Psychology: Research And Practice*, *40*(1), 54–61. doi:10.1037/a0012538

Sattler, D. N., Boyd, B., & Kirsch, J. (2014). Trauma-exposed firefighters: Relationships among posttraumatic growth, posttraumatic stress, resource availability, coping and critical incident stress debriefing experience. *Stress and Health: Journal of*

the International Society for the Investigation Of Stress, *30*(5), 356-365. doi:10.1002/smi.2608

Schaefer, C., Coyne, J. C., & Lazarus, R. S. (1981). The health-related functions of social support. *Journal of Behavioral Medicine*, *4*(4), 381–406. Retrieved from: https://link.springer.com/article/10.1007/BF00846149

Schaufeli, W. B., Maslach, C., & Marek, T. (1993). Historical and conceptual development of burnout. *Professional Burnout: Recent Developments in Theory and Research*, 1–16. Retrieved from: https://www.taylorfrancis.com/books/e/9781351854740/chapters/10.4324%2F9781315227979-1

Schmitt, A., Den Hartog, D. N., & Belschak, F. D. (2015). Is outcome responsibility at work emotionally exhausting? Investigating employee proactivity as a moderator. *Journal Of Occupational Health Psychology*, *20*(4), 491–500. doi:10.1037/a0039011

Shreffler, K. M., Meadows, M. P., & Davis, K. D. (2011). Firefighting and fathering: Work-family conflict, parenting stress, and satisfaction with parenting and child behavior. *Fathering*, *9*(2), 169–188. doi:10.3149/fth.0902.169

Skogstad, A., Hetland, J., Glasø, L., & Einarsen, S. (2014). Is avoidant leadership a root cause of subordinate stress? Longitudinal relationships between laissez-faire leadership and role ambiguity. *Work & Stress*, *28*(4), 323–341. doi:10.1080/02678373.2014.957362

Smith, T.D., Hughes, K., DeJoy, D.M., & Dyal, M.A. (2018). Assessment of

relationships between work stress, work-family conflict, burnout and firefighter safety behavior outcomes. *Safety Science, 103,* 287–292. https://doi.org/10.1016/j.ssci.2017.12.005

Stamm, B. H. (2005). The professional quality of life scale: Compassion satisfaction, burnout, and compassion fatigue/secondary trauma scales. Latherville, MD: Sidran Press.

Stangor, C. (2011). Reliability and Validity. *Research Methods for the Behavioral Sciences* (4th ed. pp. 88–105). Belmont, CA: Wadsworth.

Stearns, G. M., & Moore, R. J. (1993). The physical and psychological correlates of job burnout in the Royal Canadian Mounted Police. *Canadian Journal Of Criminology*, *35*(2), 127–147. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=sih&AN=9307095537&site=eds-live&scope=site

Suchet, M., & Barling, J. (1986). Employed mother: Interrole conflict, spouse support and marital functioning. *Journal of Occupational Behaviour, 7*, 167–178. https://doi.org/10.1002/job.4030070302

Thomas, L. T., & Ganster, D. C. (1995). Impact of family-supportive work variables on work-family conflict and strain: A control perspective. *Journal of Applied Psychology*, *80*, 6–15. http://dx.doi.org/10.1037/0021-9010.80.1.6

Thompson, A., & Bolger, N. (1999). Emotional transmission in couples under stress. *Journal of Marriage and the Family*, 38–48. https://doi-org.ezp.waldenulibrary.org/10.2307/353881

van Hooff, M. M. (2015). The daily commute from work to home: Examining employees' experiences in relation to their recovery status. *Stress And Health: Journal Of The International Society For The Investigation Of Stress*, *31*(2), 124–137. doi:10.1002/smi.2534

Vieira, J., ÁVila, M., & Matos, P. (2012). Attachment and Parenting: The Mediating Role of Work-Family Balance in Portuguese Parents of Preschool Children. *Family Relations*, *61*(1), 31–50. doi:10.1111/j.1741-3729.2011.00680.x

Vila, B., Morrison, G. B., & Kenney, D. J. (2002). Improving shift schedule and work-hour policies and practices to increase police officer performance, health, and safety. *Police quarterly*, *5*(1), 4–24. https://doi.org/10.1177/109861102129197995

Vinokur, A. D., Price, R. H., & Caplan, R. D. (1996). Hard times and hurtful partners: how financial strain affects depression and relationship satisfaction of unemployed persons and their spouses. *Journal of personality and social psychology*, *71*(1), 166. https://doi-org.ezp.waldenulibrary.org/10.1037/0022-3514.71.1.166

Vinokur, A. D., & Westman, M. (1998). Unraveling the relationship of distress levels within couples: common stressors, empathic reactions, or crossover via social interaction? *Human Relations, 51*, 137–157. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=edsgea&AN=edsgcl.20568146&site=eds-live&scope=site

Von Thaden, T. L. (2018). How sleep affects long-term health. *Fire Engineering.*

Retrieved Jan, *23*. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=mth&AN=122338638&site=eds-live&scope=site

Voydanoff, P. Work role characteristics, family structure demands, and work-family conflict. Journal of Marriage and the Family, 1988, 50, 749–761. doi: 10.2307/352644

Vulcano, B.A., Barnes, G.B, & Breen, L.J. (1984). The prevalence of psychosomatic disorders among a sample of police officers. *Social Psychiatry*, *19*, 181–186. Retrieved from: https://link.springer.com/article/10.1007/BF00596783

Wagner, D. T., Barnes, C. M., & Scott, B. A. (2014). Driving it home: How workplace emotional labor harms employee home life. *Personnel Psychology*, *67*(2), 487–516. doi:10.1111/peps.12044

Wagner, S. L., Martin, C. A., & McFee, J. A. (2009). Investigating the 'rescue personality'. *Traumatology*, *15*(3), 5–12. doi:10.1177/1534765609338499

Wang, Z., Inslicht, S. S., Metzler, T. J., Henn-Haase, C., McCaslin, S. E., & Tong, H. (2010). A prospective study of predictors of depression symptoms in police. *Psychiatry Research, 75,* 211–216. https://doi.org/10.1016/j.psychres.2008.11.010

Waters, J. A., & Ussery, W. (2007). Police stress: History, contributing factors, symptoms, and interventions. *Policing: An International Journal of Police Strategies and Management*, *30*, 169–188. Retrieved from https://ezp.waldenulibrary.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=edshol&AN=edshol.hein.journals.polic30.21&site=eds-

live&scope=site

Westman, M., & Etzion, D. (1995). Crossover of stress, strain and resources from one spouse to another. Journal Of Organizational Behavior, 16(2), 169–181. https://doi.org/10.1002/job.4030160207

Westman, M., Etzion, D., & Danon, E. (2001). Job insecurity and crossover of burnout in married couples. Journal of Organizational Behavior, 22, 467–481. https://doi.org/10.1002/job.91

Westman, M., Etzion, D., & Gortler, E. (2004). The work-family interface and burnout. *International Journal of Stress Management, 11*, 413–428. doi: 10.1037/1072-5245.11.4.413

Westman, M., & Vinokur, A. D. (1998). Unraveling the relationship of distress levels within couples: Common stressors, empathic reactions, or crossover via social interaction? *Human Relations, 51*(2), 137–156. https://doi-org.ezp.waldenulibrary.org/10.1177/001872679805100202

White, L. M., Aalsma, M. C., Holloway, E. D., Adams, E. L., & Salyers, M. P. (2015). Job-related burnout among juvenile probation officers: Implications for mental health stigma and competency. *Psychological Services, 12*(3), 291–302. doi:10.1037/ser0000031

Whitehead, J. T., & Lindquist, C. A. (1986). Correctional officer job burnout: A path model. *Journal of Research in Crime and Delinquency, 23*(1), 23–42. https://doi.org/10.1177/0022427886023001003

Williams, J. C., & Boushey, H. (2010). The three faces of work-family conflict: The

poor, the professionals, and the missing middle. San Francisco: Center for American Progress/WorkLife Law. http://dx.doi.org/10.2139/ssrn.2126314

Williams, K. J., & Alliger, G. M. (1994). Role stressors, mood spillover, and perceptions of work-family conflict in employed parents. *Academy Of Management Journal*, *37*(4), 837-868. doi:10.2307/256602

Woodruff, L. (1993). Occupational stress for correctional personnel. *American Jails*, *7*(4), 15–20. Retrieved from: Woodruff, L. (1993). Occupational stress for correctional personnel. *American Jails*, *7*(4), 15–20.

Young, M., & Schieman, S. (2012). When hard times take a toll: The distressing consequences of economic hardship and life events within the family-work interface. *Journal Of Health And Social Behavior*, *53*(1), 84–98. doi:10.1177/0022146511419204

Zedeck, Shelley, ed. (1992). *Work, Families and Organizations*. San Francisco, CA: Jossey-Bass.

Appendix A: Demographic Questionnaire

What is your:

Age: _____

Gender: _____

Race: _____

Current city of residence: _____

Work Information

Who is your current employer? _____

Approximately how long have you been on the job? _____

What is your official job title? _____

On average, how many hours a week do you work? _____

How much of that is overtime? _____

Relationship & Family Information

What is your relationship status (e.g., married, divorced, living with partner, etc.)

_____

How long have you been with your current partner?

_____

Do you have any children? _____ If so, how many? _____

What ages are they? _____

Appendix B: Work Family Conflict Scale

On a scale of 1-5, 1 being strongly disagree to 5 being strongly agree, please rate the following items.

1. My work keeps me from my family activities more than I would like. _____
2. The time I devote to my job keeps me from participating equally in household responsibilities and activities. _____
3. I have to miss family activities due to the amount of time I must spend on work responsibilities. _____
4. When I get home from work I am often too frazzled to participant in family activities/responsibilities. _____
5. I am often so emotionally drained when I get home from work that it prevents me from contributing to my family. _____
6. Due to all the pressures at work, sometimes when I come home I am too stressed to do the things I enjoy. _____
7. The problem-solving behaviors I use in my job are not effective in resolving problems at home. _____
8. Behavior that is effective and necessary for me at work would be counterproductive at home. _____
9. The behaviors I perform that make me effective at work do not help me to be a better parent and spouse. _____

Appendix C: Couple Burnout Measure

Please answer the following questions as they pertain to your marriage or intimate relationship.

How often do you have any of the following experiences? (Insert the number that most closely matches your experience.)

1	2	3	4	5	6	7
Never	Once in a great while	Rarely	Sometimes	Often	Usually	Always

1. Being tired _____
2. Feeling depressed _____
3. Having a good day _____
4. Being physically exhausted _____
5. Being emotionally exhausted _____
6. Being happy _____
7. Being "wiped out," whole body hurts _____
8. Feeling like you "can't take it anymore" _____
9. Feeling unhappy _____
10. Feeling rundown, susceptible to illness _____
11. Feeling trapped _____
12. Feeling worthless _____
13. Being weary, nothing left to give _____
14. Being troubled _____
15. Feeling disillusioned and resentful about mate _____
16. Feeling weak, having sleep problems _____
17. Feeling hopeless _____
18. Feeling rejecting of mate _____
19. Feeling optimistic _____
20. Feeling energetic _____
21. Feeling anxious _____